

ISTANBUL TECHNICAL UNIVERSITY ★ GRADUATE SCHOOL OF SCIENCE
ENGINEERING AND TECHNOLOGY

**PUBLIC SERVICE PRESENTATION AND PREFERENCES IN GATED
COMMUNITIES: CASE OF ZEKERİYAKOY, ISTANBUL**

M.Sc. THESIS

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Department of Urban and Regional Planning

Regional Planning Programme

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Thesis Advisor: Assoc. Prof. Dr. Aliye Ahu AKGÜN

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İSTANBUL TEKNİK ÜNİVERSİTESİ ★ FEN BİLİMLERİ ENSTİTÜSÜ

**KAPALI SİTELERDE KAMUSAL HİZMET SUNUMU VE TERCİHLERİ:
ZEKERİYAKÖY, İSTANBUL ÖRNEĞİ**

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Date of Defense : 19.12.2016

To my precious family and my dear gandalf,

FOREWORD

In this thesis study, public service presentation and preferences and also their differences in gated communities were intended to be studied considering all their historical process in Istanbul's peripheries. This thesis study contain social perspective with priority.

I appreciate my family my mother Remziye KARACA and my father Hüseyin Cahit KARACA with priority, they are supportive in every stage of my education life. Moreover, I am thankful to all my friends who supporting my Istanbul trip for master degree.

From the beginning, in every stage of thesis work such as research process, decision making process, preparation process I am thankful to my advisor Assoc. Prof. Dr. Aliye Ahu AKGÜN. My advisor has always considered my preferences and helped me to spread my vision to my next studies.

December 2016

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ABBREVIATIONS

GCs	: Gated Communities
CBD	: Central Business District
IRDA/ISTKA	: Istanbul Regional Development Agency

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PUBLIC SERVICE PRESENTATION AND PREFERENCES IN GATED COMMUNITIES: CASE OF ZEKERİYAKÖY, ISTANBUL

SUMMARY

Turkey and the world is encountering sharp population increase for years. Internal and external migration rates, fertility rate affect population rise directly while these increases in population affect urbanization and development level in cities. Received population in cities are located in the centers that increased population density while the spread to the periphery was inevitable.

A city which has become an attraction point for people who have the role of consumers and producers in the housing market. Producers prefer to offer houses in peripheral areas due to the lack of space in both city center and inner circle while consumers prefer to live in peripheral zones to escape from the density and to experience peace of nature. The demand is not limited to nature but consumers want also same standards of living they had in the city center. On this basis, producers created a niche market “gated communities”. Among different definitions of gated communities, they can be seen as a system in which all the advantages of city centers are offered in high standards of public services.

Public services differentiate in the peripheries and city centers. They are mainly under the responsibility of government and needs to be offered to each person in an equal way who live in a country. Security, health, education, shopping and essential requirements, recreation areas, social and sport facilities, transportation, cleaning services, car parking areas are the categories of public services. As a consequence of rapid population increase government started to be insufficient in presenting and transmitting public services each people. So that, government choose privatization of public services and by this way both proceeds and speed of presentation public services to each citizen can be increase.

The situation in Istanbul is the same as the other cities of world. Benefits of geographical position, economic and financial characteristics of Istanbul transform the city into an attraction point. This situation has triggered the spread of gated communities, which became today’s only housing production. Spread around the world for almost half century, gated communities in Turkey are occurred more around 1980s after the acceptance of Mass Housing Law.

In this thesis, the aim is to understand the public service presentation and to measure preferences of public services in one of the pioneering gated community development, Zekeriyaköy, Istanbul. Therefore, the cross-section of two concepts public services and peripheral development has been analysed by the above-mentioned case study. In other words, research and analysis parts are shaped with these two subject as public service presentation and preferences in metropolitan peripheries as new growing areas and also people thoughts, satisfaction and dissatisfaction level. According to these perspective, thesis contains both gated community and public services literature together. Thereby, theory part focuses on

the intersect of these two main subject on the basis of privatization and community and civic involvement theory.

On the basis of the above-mentioned reasons such as the lack of space and consumers/producers tendency on peripheries Zekeriyaköy is very suitable as the case study. Zekeriyaköy located in Sarıyer and European side of Istanbul, was a village before gated community development has started. Generally educated people and people who participate middle-high and high income level group prefer to live in Zekeriyaköy's new development. Zekeriyaköy turned into a neighborhood connected to Sarıyer and transformed into a postmodern village. Zekeriyaköy as the pioneering peripheral development, is formed by single-unit gated dwelling and restrictions of alley-gating that the neighborhood is accessible for people while the recent developments are in form of gated communities. Besides, Zekeriyaköy has also its cooperative which offers mainly some selected public services to its members.

Therefore, the research is based on questionnaire and face-to-face interviews with the inhabitants of gated and non-gated communities and with the cooperative. Making questionnaire in gated communities is already a difficult experience because of the self-enclosed situation in GCs. People who live in GCs generally as insiders do not approve outsiders in their closed and secure environment. Moreover, burglary cases were situated those days, therefore doing face to face interviews and questionnaire was more difficult than usual. People did not want to make interview even in their public spaces such as parks, cafes or shopping areas. For this reason, alternative ways had to be found.

In modern days with technological advantages social media applications has become a public space, like a street in a city. In addition to face to face interviews, designed questionnaire was transmitted to people who were found via Instagram which is a social media application and people replied questionnaire online with Google Forms. The questionnaire was designed with three main sections as general informations about Zekeriyaköy and site, public service categories and general informations about citizens. In total, 24 persons have accepted to participate in our questionnaire. Analyses are calculated by using IBM SPSS Statistic 20 programme.

Taking everything into consideration, this thesis study, from the beginning, was done from the social perspective. From this point of view, the idea behind the gated community and public service presentation are completely different from each other. While public service presentation techniques consider equality as a primary concern, logic of the gated community system formed with money, privilege and prestige. Analyses and studies were done about Zekeriyaköy illustrated that people both living in gated community and enrolling neighbourhood cooperative are not pleased with all categories of public services. Therefore this thesis study can be a sample work to encourage the development of local governments, public service presentation techniques and influence people's satisfactory levels in public service presentation/preferences without living in gated communities or other privileges which separate them from the rest of the community.

KAPALI SİTELERDE KAMUSAL HİZMET SUNUMU VE TERCİHLERİ: ZEKERİYAKÖY, İSTANBUL ÖRNEĞİ

ÖZET

Dünya nüfusunda görülen dalgalanma, Türkiye’de de özellikle İstanbul, Ankara, İzmir, gibi büyük kentler başta olmak üzere tüm kentlerde görülebilmektedir. Nüfusta görülen bu dalgalanma iç ve dış göçlerle de desteklendiğinde özellikle büyük kentlerde azımsanamaz bir nüfus artışına denk gelmektedir. Yıllardır süregelen nüfus artışı ve buna ek olarak artarak devam eden kentleşme hızı ile kentler yeni gelen nüfusa merkez sınırlarında cevap vermekte yetersiz kalmaktadır. Bu da, insanlara sürekli kent çeperlerinde ve merkezden uzak yerlerde de yeni yerleşim yerleri sunulmasına sebep olmaktadır.

İstanbul, Türkiye’de bir metropolitan bölge olarak bunun en keskin hatları ile görülebildiği kenttir. Sunduğu ekonomik ve finansal imkanlara ek olarak bulunduğu coğrafi konum sebebi ile İstanbul yurtiçi ve yurtdışı göçler için cazibe noktası oluşturmaktadır. Hal böyle olunca da gelen insanların talebi doğrultusunda konut piyasası açısından da odak noktası olmayı sürdürmektedir. Yalnızca yerel üreticiler değil çevre ülkelerden de konut üreticileri İstanbul’a gelip hızla konut üretmeye devam etmektedir. Ancak bu duruma ek olarak İstanbul’un yıllardır bir çok tarihi medeniyete ev sahipliği yapmış olmasından dolayı kent merkezlerinde hatta kent merkezinin yakın çevresindeki yerleşim yerlerinde de yeni konut yapılabilmesi için alan kısıtlıdır. Bu sebeple üreticiler ürettikleri konutları sunmak için artık yavaş yavaş İstanbul’un yeni yerleşim yerleri olarak belirlenen kent çeperlerine de yayılmaya başlamıştır.

Tüketici olarak insanlara da İstanbul’un merkezi yoğunluğundan, trafiğinden ve hareketliliğinden hatta son yıllardaki güvensizliğinden ve dolayısı ile tehlikesinden sıkılan, kentten uzak ama kente kolay ulaşabilecekleri yerlerde yaşamak çekici gelmektedir. Yeni bir akım olarak kent çeperlerinde huzurlu, güvenli ama kent merkezinin sunduğu imkanlar hatta daha fazlası ile yaşamak insanlar tarafından talep edilmektedir. Bu da konut üreticileri tarafından kapalı siteler adı altında tüketiciye sunulmaktadır.

Kapalı ve güvenli siteleri varlığı Dünya genelinde özellikle Amerika ve Avrupa’da 50 yılı aşkın zamandır süregelse de Türkiye’de 1980li yıllar sonrasında artmaktadır. İlk olarak İstanbul, Ankara ve İzmir gibi büyük kentlerde görülse de şimdi Türkiye’nin her kentinden bu yerleşim yerleri bulunmakta ve insanlar tarafından tercih edilmektedir. Tercih edilmesindeki en önemli sebep adından da anlaşıldığı üzere tüketiciye kapalı ve güvenli bir hayat sunması olsa da ek olarak sunduğu imkanlar ve diğerleri üzerinde yarattığı prestij sebebi ile de cazip bir seçenek olmaktadır.

Kapalı ve güvenli siteleri kent merkezinden uzakta konumlanırsa da yaşayanlara kent merkezinde ulaşabilecekleri imkanların hemen hemen hemen hepsini sunan lüks ve prestijli yaşam alanlarıdır. Ek olarak yalnızca kent çepelerinde değil kent

merkezinde de hem yatayda, site olarak hem de dikeyde gökdelen olarak konumlanabilmektedir Ancak bahsedildiği üzere İstanbul'un kent merkezi ya da kent merkezine yakın yerlerdeki yerleşim stokları hali hazırda fazlası ile dolu olduğu için bu çalışma kapsamında özellikle kent çeperlerindeki lüks yerleşim alanlarına yani kapalı ve güvenli sitelere odaklanılmıştır.

Tez çalışması kapsamında üzerinde durulan bir diğer konu ise kamu servisleri ve kamu servislerinin kent çeperlerinde gösterdiği sunumsal farklılıklardır. Kamu servisleri en basit ve genel tanımı ile devletin sınırları içerisinde yaşadığı tüm vatandaşlarına eşit ve adil bir şekilde sunmakla yükümlü olduğu servislerdir. Bu servisler dahilinde insanların yüksek yaşam standartlarında yaşayabilmesi adına sağlık, eğitim, alışveriş ve temel hizmetler, sosyal tesisler, rekreasyon, spor tesisleri, ulaşım, otopark, temizlik, güvenlik gibi hizmetler vardır.

Sürekli artan nüfus sebebi ile devlet bir noktadan sonra kamusal hizmet sunumunda verimsiz ve hatta yetersiz hale geldiği için alternatif yöntemler bulunmak zorunda kalmıştır. Bu yöntemlerin özünde ise kamusal hizmetin özelleştirilmesi yer almaktadır. Devlet kamusal hizmet sunumunda yeterli geldiğinde yine sadece kendisi sunacak, yeterli gelmediği durumlarda ise ya sunumu tamamen özel sektöre devredecek ya da özel sektör ile ortak bir şekilde kamusal hizmeti insanlara ulaştırmaya devam edecektir. Böylelikle devletin yetersiz kaldığı durumlarda özelleştirme ile kamusal hizmet hem daha verimli hem de daha hızlı bir şekilde sunulacaktır.

Bahsedildiği üzere tez çalışmasının iki ana eksenini kentsel çeperlerdeki yeni yerleşim yerleri olarak kapalı güvenli siteler ve kamusal hizmet sunum çeşitleri ve bu sunum çeşitlerinde görülen farklılıklardır. Bu ikisinin kesiştiği nokta da tez çalışmasının araştırma konusunu oluşturmaktadır. Kent merkezinden uzakta olsa da yaşayanların kent çeperindeki imkanların hepsine erişebildiği noktalar yani kapalı ve güvenli siteler de kamusal hizmetin özelleştiği ve site güvenliği tarafından sitede yaşayanlara sunulduğu bir alandır.

Kapalı güvenli siteler adı ile birlikte en önemli özelliği kamusal hizmet çeşitlerinden de birisi olan güvenlik hizmetini yani güvenli bir yaşamı dışardaki tehlikelerden uzakta tutarak kapalı bir ortamda ve yine site içerisinde temel ve genel ihtiyaçlar olarak adlandırılan diğer hizmetler dahilinde sunulduğu alanlardır. Dolayısı ile bu kapsamda tez içeriğinde hem kapalı site ile ilgili literatür hem de kamusal hizmet çeşitleri ve sunumları ile ilgili literatür kısmı yer almaktadır. Ayrıca ikisinin kesiştiği ekseninde özelleştirme ve topluluk olma teorilerine de yer verilmiş olup iki konu ile ilgili de ayrıntılı açıklamalar yapılmıştır.

Özellikle kentsel çeper kısımlarına odaklanılmasındaki sebeplerin başında İstanbul merkezinde yer kalmaması, İstanbul'da yeni gelişim alanları olarak hem üreticilerin hem de tüketicilerin kent çeperlerini tercih etmesinin yanında kent çeperlerinde görülen farklı kapalı güvenli site yapılanmaları ve buralardaki kamusal hizmet sunumlarındaki farklılıklar dikkat çekmiştir.

Tez kapsamında odaklanılan kentsel çeper bölgesi ise İstanbul Avrupa Yakasında bulunan Sarıyer ilçesine bağlı önceden köy statüsünde olsa da son yıllardaki gelişmeler ile hem yasal olarak mahalle olmuş hem de gelen ve orada yaşayan insanların sosyal, kültürel ve ekonomik yapısı ile gittikçe postmodern bir köye dönüşen Zekeriyaköy'dür. Zekeriyaköy kent merkezine ne çok yakın ne de çok uzak olan bir noktada konumlanmış olan ve uzun yıllardır hem site dışı konut yerleşim

yerlerine hem de tezin odak noktası olarak kapalı ve güvenli sitelere ev sahipliği yapmaktadır.

Zekeriya köy yalnızca bu özelliği ile değil tam olarak kapalı güvenli bir site olmamasına rağmen komşuluk birliği olarak adlandırılan bir kooperatif bulundurması ve ek olarak bu özelliğinin kamusal hizmetin hem özelleşmeden hem de özelleşmiş bir şekilde sunulması ile tezin araştırma bölgesi olarak belirlenmiştir.

Daha önce de bahsedildiği üzere kentsel çeperdeki yeni yerleşim alanlarında yani Zekeriya köy’de bulunan kapalı ve güvenli sitede yaşayan insanlar ve onlara sunulan kamusal hizmet çeşitleri ve farklılıkları araştırmanın temelini oluşturmaktadır. Dolayısıyla orada tam olarak kapalı site olmasa da Komşuluk Birliği’ne üye olan ve kapalı güvenli site mantığı ile işleyen farklı sitelerde yaşayan insanlar tezin araştırma grubudur. Yöntem olarak orada yaşayan insanlarla ve Komşuluk Birliği’nde görevli insanlarla yüzyüze konuşmalar ve anket çalışmaları yapılmıştır.

Kapalı ve güvenli siteler isimlerinden de anlaşılacağı üzere dışarıya kapalı alanlar oldukları için dışarıdan içeriye herhangi bir sebeple gelmek isteyen insanlara karşı ki bu eğitim ile ilgili bir çalışma olsa bile mesafeli durmuşlardır. Anket çalışmaları yapılmaya çalışıldığı zaman diliminin hemen öncesinde Zekeriya köy’de meydana gelen hırsızlık vakaları sebebi ile insanlarda oluşan güvensizlik hali anket yapmayı olduğundan daha zor hale getirmiştir. Bu sebeplerle yapılmaya çalışılan anketler olduğundan daha limitli hale gelmiştir. Zekeriya köy’de ikamet eden insanlar günlük aktivitelerini gerçekleştirdikleri park, kafe, alışveriş alanlarının çevresi gibi yerlerde yüzyüze konuşma tekliflerini ve anket yapma isteklerini reddettiği için alternatif yollar aranmaya çalışılmıştır.

Günümüzde teknolojinin iyice yaygın hale gelmesi ile kullanımının gittikçe arttığı ve aslında bir kentin sokakları gibi bir kamusal alan haline gelen sosyal medya bu noktada kurtarıcı olmuştur. Sosyal medya uygulamalarından biri olan instagram ve onun yer bulma arayüzü yardımı ile Zekeriya köy’de, Zekeriya köy Konakları/Evlerinde ya da Zekeriya köy’de bulunan herhangi bir kapalı sitede yer bildirimi yapmış olan insanlara yine instagram üzerinden ulaşılmış olup konu hakkında bilgi verilip ankete dahil olup olmak istemedikleri sorulmuştur. Yardım etmek isteyenlere ise hazırlanan anket Google Forms üzerinden online olarak ulaştırılmıştır.

Anket üç ana bölümden oluşmaktadır. İlk bölümde site hakkındaki genel bilgiler, ikinci bölümde site içi ve kamusal hizmet sunumu hakkında tüm kamusal hizmet sunum kategorilerini içeren ayrıntılı bilgiler son bölümde ise yaşayan insanlar hakkındaki genel kişisel bilgiler ile ilgili sorular yer almaktadır. Hazırlanmış olan anket aslında kamu hizmetlerinin tüm kategorileri ile ilgili sorular üzerine tasarlanmış olup hem de bu hizmetler hakkında mevcudiyet-memnuniyet ve kullanım sıklıkları hakkında bilgi almak üzere planlanmıştır. Anket 12 adet Komşuluk Birliği’ne üye olan 12 adet de üye olmayan yaşayanla yani toplamda 24 kişi ile yapılmıştır.

Anket verileri yüzyüze görüşmeler ve google forms aracılığı ile toplantıktan sonra SPSS programına aktarılmış ve analizler orada yapılmıştır. Yapılan analizler yorumlanması adına üç gruba ayrılmıştır. İlk grup “ikamet edenler” olarak adlandırılmış ve orada yaşayan insanlar hakkında genel bilgiler ile yaşayanların genel kimliğini anlamak üzere analizler yapılmıştır. Genel olarak sorulan sorular Komşuluk Birliği’ne üye olup olmamaları, kaç yılından itibaren orada yaşadıkları,

Zekeriyaköy'ü yaşamak için neden tercih ettikleri, bu sorunun seçenekleri kapalı site özellikleri ile eşleştirilmiştir, daha özele indirilğinde nasıl bir konut tipinde oturdukları, özel araca sahip olup olmadıkları ve özel araç kullanım sıklığı gibi kategoriler içermektedir. Yani analiz grubunun adından anlaşılacağı üzere orada ikamet eden insanların genel özelliklerini ortaya koymak hedeflenmiştir.

İkinci grup analizler ise direk “kamusal servis” olarak adlandırılmıştır. Bu kısımda tüm kamusal servis kategorilerine göre araştırma grubuna sorular yöneltip önce servislerin var olup olmadığı sorgulanmıştır. Ardından Komşuluk Birliği'ne üye olan ve kapalı sitede yaşayıp komşuluk birliğine üye olmayan insanlar ayrılarak kapalı güvenli sitenin (güvenlik, spor tesisleri, otopark) ve Komşuluk Birliği'nin (sosyal servisler ve ulaşım, ring) ayrı ayrı hangi hizmetleri sunduğu ortaya konulmuştur.

Son grup analizler ise aslında hem tez çalışmasının motivasyonunun hem de analizlerin en önemli kısmını oluşturan “yaşayan insanların kamu servis sunumlarından memnuniyeti” üzerine yapılmıştır. Burda sorulan sorular ve yapılan analizler puanlama sistemine dayalı olarak hazırlanmış ve insanların memnuniyet derecelerine göre her kamusal servis kategorisine 1'den 5'e kadar puan vermeleri istenmiştir. Ardından bu puanlar toplanılıp toplam bir skor elde edildikten sonra insanlar yine kapalı güvenli sitede oturan grup (güvenlik, yeşil alanlar ve rekreasyon alanları) ve Komşuluk Birliği'ne üye olan grup (temizlik hizmetleri, yeşil alanlar ve rekreasyon alanları) olarak ayrılarak ayrı ayrı hangi hizmetlerden memnun oldukları ortaya konulmuştur.

Son olarak eklemek gerekir ki; bu tez çalışmasının konusunda karar verildiği aşamadan beri sosyal bakış açısı ve sosyal güdüler hep ön planda tutulmuştur. Bu bağlamda da kapalı site sisteminin mantığı ve kamusal servis sunum sisteminin mantığı birbirinden tamamıyla farklı çalışmaktadır. Kapalı ve güvenli sitelerin kuruluş ve işleme mantığı toplumun belli bir grubunu yani bu yerleşimleri yaşamak için tercih eden insanları kendi paraları ile toplumun diğer kesimlerinden belli ayrıcalıklar ve prestij sağlama yöntemi ile ayrı tutmayı baş prensip olarak görürken, kamusal hizmetlerin sunum mantığı ise toplumun her bir bireyinehiç bir fark ya da sınıf ayrımı gözetmeksizin eşit ve adil olarak ulaşmayı hedeflemektedir. Yapılan analizler ve çalışmalar ise Zekeriyaköy'de kapalı ve güvenli sitede ikamet eden ya da yalnızca normal bir mahalle sakini olup Komşuluk Birliğine üye olan insanların kamusal hizmet kategorilerinin hepsinden memnun olmadıklarını göstermektedir. Bu tez çalışmasına göre bu sonuçlar aslında kapalı ve güvenli sitede yaşamının ya da herhangi bir topluluğa ya da kooperatife üye olup maddiyat ile kamusal hizmetlere ulaşmanın insanları tam anlamıyla memnun etmediğini göstermektedir. Sosyal bakış açısı ile bakıldığı tekrar göz önünde bulundurulursa bu çalışma insanların herhangi bir maddi yaptırım gözetmeksizin kamusal hizmetlere nasıl ulaşabileceğine ya da yerel yönetimlerin güçlendirilip kamusal hizmetlerin insanlara daha verimli nasıl sunulabileceğine, toplumun bütünü hali hazırda doğal hakkı olan bu servislerden nasıl daha memnun olarak yararlanacağına dair yapılacak olan çalışmalara önayak olabilmesi hedeflenmektedir.

1. INTRODUCTION

Istanbul by its economical, geographic and financial characteristics, has an important role for both Turkey and the world. This importance makes Istanbul an attraction point for people to live and work in. Due to these, Istanbul is urbanizing with an increasing pace year after year. With its increasing urbanization rate, people suffer from lack of living place with quality and they try to find a better place to live. Thus, new development areas appear in the periphery of the city.

Qualified life standards means to serve public services to each person equally. When moving away from the city center to the periphery reaching public services has become to be hard. So that, public service presentation techniques lead peripheral areas or people to bring together their private public service together with them. Some commuter towns present public services related to the people who live there on the basis of their administration type such as neighborhood, village etc. On the other hand, some new development areas, i.e. gated communities present their privatized public services to their customers/inhabitants. The introductory chapter explains our motivation and aim in depth while explains our case study and methodology briefly.

1.1 Problem Definition

The main problem defined in this thesis is: “How do public service presentation in new development zones differentiate from the one of the city center in Istanbul?”. Istanbul has a lot of new development zones due to its current economic and social trends. Among them, Zekeriyaköy is the one with different significance. Difference of Zekeriyaköy is that, it contains development areas of both gated and non-gated communities with a variety of institutional management system such as site management and cooperative system as well as local government. With these differences, different public service presentation types occurred and on this basis, Zekeriyaköy has been selected as the case study.

Research questions were designed to answer the following sub-questions:

- What are the different types of public services presentation exist in Zekeriyaköy?
- How did public service presentation change in time?
- Are they any difference of public service presentation among gated-non-gated communities in Zekeriyaköy?
- How do the perception of inhabitants differ?

The research topic focuses on new housing production types in peripheral areas of Istanbul and their advantages and disadvantages (if exist) to people who already have been living there and who are newcomer with housing production. In addition, to understand better the changes in public service presentation types in time.

Increasing housing production process in Istanbul and by extension with these processes rising privatization in public service presentation is the main topic of the this thesis study. Accordingly research topic can be related with some questions with extra questions to identified Research questions. As be mentioned in research questions some of the extra questions can be ranged as; “are these privatization processes really necessary, are existing public service presentation techniques really a need for privatization”. For answering these questions, some studies are done with including the thesis study process.

The important point is in this thesis, “people’s satisfaction” is designed as focus and most important point. For that reason, in all part of research design are prepared with this point.

The main purpose of this thesis study is to execute public service presentations types and different preferences according to new growing areas. New growing areas generally can be seen as gated communities in recent years around Turkey’s cities most especially in Istanbul. Moreover, gated communities’ producers promise to bring with their exclusive public services together while selling homes to their customers. In related with that, this thesis study aimed level of pleasure that people who living in gated communities really are pleased with presenting public services or not.

At the same time, while this study try to reveal satisfaction level of people in public service presentation focused Zekeriyaköy as case. The reason for choosing Zekeriyaköy can be explained with importance of village both being periphery area of Istanbul as new growing areas and having gated community stock both different gated community types such assingle dwelling unit gated community, attached multi dwelling unit gated community or gated community as a site. Futhermore, in Zekeriyaköy there exist a cooperative system for present public service to neighbourhood. Thus, the satisfaction level of people about public service presentation can be easily measure two differenet source both local goverments and cooperative.

1.2 Structure of the Thesis

The thesis study mainly formed by explaining public service presentations and preferences, also their differences and changes in metropolitan peripheries in Istanbul. This study followed these subjects especially new growing areas of Istanbul as gated communities.

Within the context of study, there are conceptual background part which include public service, local goverments and gated communities literature. After that, theory part occured privatization, community and civic involvement theories as related with mentioned literature. Then new housing system and gated communities explained with historical process in Istanbul and its periphery. In case part, Zekeriyaköy's importance and differences, the thesis research design and analyse-findings sections locate. And finally conclusion and discussion part collected and interpreted all analyses, datas and mentioned part again to form a conclusion.

The thesis structure is formed with five main part can be seen below as Figure 1.1. First part as "introduction" explain the general information about the thesis study. Aim, structure, method of study, research topic with research questions and importance of the topic locate in this part with main motivation and background of the thesis study. "Conceptual background" part follow the introduction. That part divided three section as public service, local government and their conclusion and synthesis section as public service presentation differences to gated communities. With first two sections of conceptual background part clarified the thesis subject with associated literature as their types and categories. Furthermore, conceptual

background include one more section as a summary and synthesis section as public service presentation differences to gated community types. After that, “theory” part explain main theories which situated behind and support literature as privatization, community and civic involvement. Then study continued with “case” part as fourth part. Within this part, firstly “apperance of new housing system and gated communities in the peripheral Istanbul” subject is a preparation section for following. In that section, gated community production process in Istanbul is told with historical process. In “case: Zekeriyaköy” part, why did Zekeriyaköy be choosen as a case is explained detailedly. Additively, the research design which formed for study and analyse the thesis study is clarified. Furthermore, all analyses was done and all findings locate that part. The fifth part of the thesis study is “conclusion and discussion” part finalise all studies and also take turn new discussions about that subject. Final part of the thesis study as “references” include used sources for study.

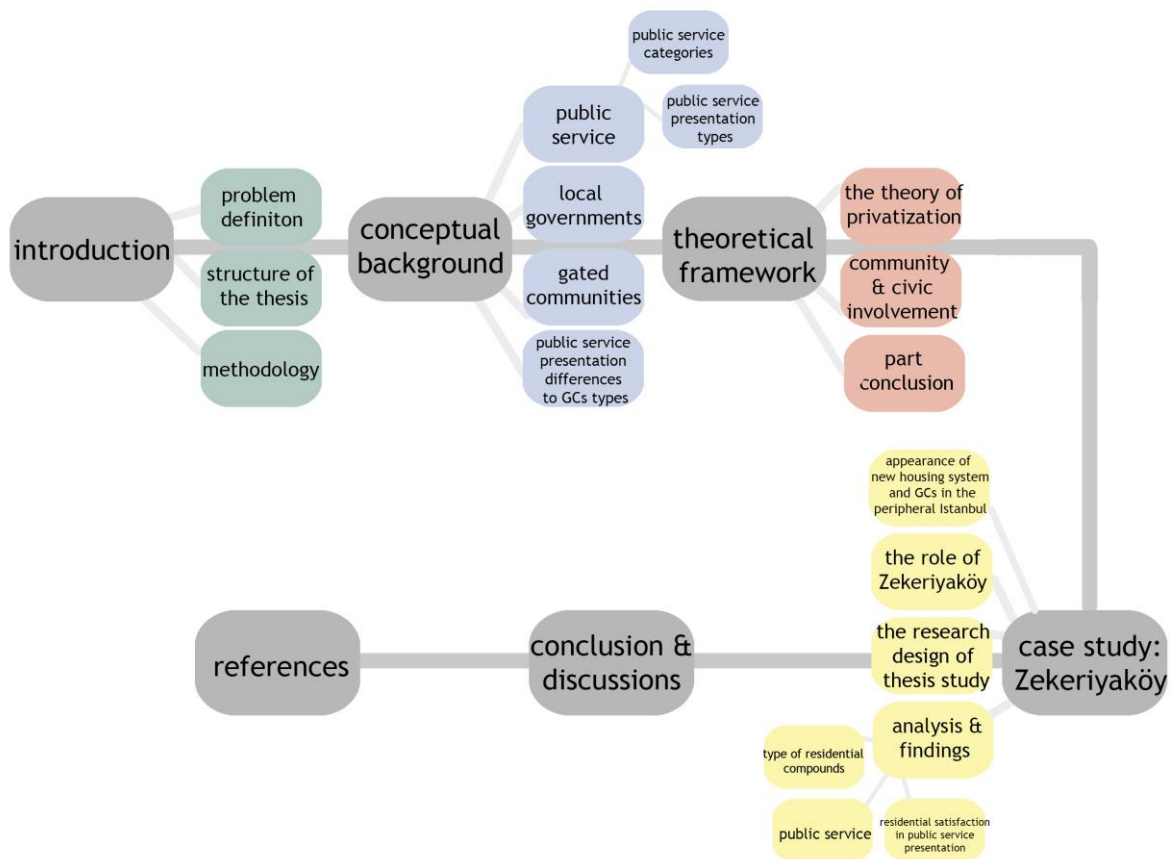


Figure 1.1 : The structure of the thesis study.

1.3 Methodology

The method of the study can be explained two section as collecting data and process and interpret data. First one as collectin data designed as face to face intense interview and questionnaire. Face to face interviews were done with both Zekeriyaköy residents and neighbourhood cooperative. Moreover, questionnaire directly were done with residents. Questionnaire was designed for measuring people satisfaction level according to public service presentation types. So that main components of questionnaire sections prepared like public service categories was taken from literature review.

Questionnaire sections;

- Security
- Transportation
- Social Services
- Entertainment
- Health Care
- Emergency
- Environmental Protection

Second part as process and interpret data section can be called numerical method part. With questionnaire answers we can readily collect and measure residential distribution- differences and public service distribution. For going a step further, in this part for process data IBM SPSS Statistic 20 programme was used. With IBM SPSS Statistic 20 programme programme and independent sampe test (t-test) technique we measure. With these techniques residential satisfaction in public service presentation can be measured.

2. CONCEPTUAL BACKGROUND

Conceptual background includes main literature components which maintain their study. This part is divided in four parts; public service, local governments, gated communities and public service presentation differences in gated community types. All divisions clarify the intentions of the part, where it stands in the literature considering the various definitions, details of the definitions and main popular thoughts on the topic.

Public Service section is explained in terms of public service development with historical process, its categories and presentation types. After that, in local government part, organizational chart of local governments is clarified. Gated communities part include gated community's formation process with historical period, gated community features, typologies and classifications. Finally, the last part of this section, public service presentation differences in gated communities types, constitutes a synthesis and summary part of conceptual background section. Aforementioned topics, public services and gated communities, are discussed again in that part considering their effects and influences on each other.

2.1 Public Service

Public service formed the main and the most constituent components of Administrative Law since beginning while it called the most disputable concept (Çal 2007). Therefore there is no exact definition of public service but there are some approaches about the concept.

Public service can be defined as a service, provided directly by government or by financing provision of services, for people living within its jurisdiction. These services are transferred to people without income, gender, age and any social and spatial segregation. If public services cannot be provided by publicly financed government, because of social and political reasons at that time, these services can be financed by some economic sectors. Additionally, public service means servicing amenities to publicity and in the public interest. According to Professor Duguit,

public services can be determined services which government should serve to public living country boundaries. This is government's components and responsibilities (Derbil 2000). Also Fleiner and Crozat added definition that public services need a unity and organizations.

According to Crozat public services is directly related with government itself and can be systematized;

“Public Service: public duty + public organizations”(Crozat 1938).

Public duty can be defined as governments' responsibilities for publicity and things have to be done for public welfare. At that point, public organizations occurred for gathering and doing all public duties under a single roof (Derbil 2000).

2.1.1 Categories of public services

Public services are generally associated with basic human rights and laws. Public Services are categorized as “static” and “dynamic” around the world. Some countries approach public services in their law system considering both categories such as French and German Law System but some countries like Turkey only discuss dynamic public services.

Dynamic Public Services could be explained as services working and processing with movement and network system. For instance, telecommunications system need a network system for transferring information or gas service need a network for transferring gas-housing units. Like that, public housing or town planning, need some movement and action for presenting service to publicity. On the other hand, Static Public Services do not need an action for presenting like social services or public library. Health care services as hospitals and education services as schools, universities positioned for presenting service define special spaces and people go there to take service.

General contains of the public services from all over the world can be seen in Table 2.1 with their categories as dynamic and static with interpretation of Public Service literature.

Table 2.1 : Public Service Categories.

Public Service	Dynamic	Static
Electricity		
Education		
Emergency services		
Environmental protection		
Fire service		
Gas		
Health care		
Law enforcement		
Military		
Public Security		
Postal service		
Public broadcasting		
Public library		
Public transportation		
Public housing		
Social services		
Telecommunications		
Town planning		
Waste management		
Water supply network		

Started in the developed countries, municipal development of water and gas services have started to serve people in the late nineteenth century. After these implementations, electricity and health systems have started as well. In most of the developed countries, such services are still provided by local or national government, the U.S. and the UK. On the other hand, in developing countries public services tend to be underdeveloped such as limited access according to income groups or reduction of financial share with some political reasons on poorer communities.

2.1.2 Public service presentation types

- **Public Sector:** Government can buy public sector from free market (transportation, electricity or health)
- **Private Sector:** Private sectors, government controlled
- **Public Private Partnership:** Private investors government ownership

Public Service Presentation Categories are listed below in Table 2.2. This table was prepared with interpretation of Public Service literature.

Table 2.2 : Public Service Presentation Categories.

Public Service	Public Sector (Government)	Private Sector	Public-Private Partnership
Electricity			
Education			
Emergency services			
Environmental protection			
Fire service			
Gas			
Health care			
Law enforcement			
Military			
Public Security			
Postal service			
Public broadcasting			
Public library			
Public transportation			
Public housing			
Social services			
Telecommunications			
Town planning			
Waste management			
Water supply network			

First category of the table above defines public services as defined public services are managed by directly government, states' institutions and its establishments without private sector. These public services can be established since beginning of the presenting process or government can buy public service from the free market and directly manage it. Government produce and manage public service.

Second category is directly related with private sector. Investors undertake the presentation of public sector. Government can control these private sectors. In that category privatization is popular and wide spreading type of public service presentation because of inadequate situation in existing methods of local governments with urbanization. In addition to that, private sector could execute services cheaper way than local governments and with higher quality. Moreover,

private sector have more opportunity or equipment than local government and so productivity can also increase with privatization. (Balcıoğlu 2010)

The last category as public private partnership can be defined government manage private investors' taken public services. Namely, Public Private Partnership is a government service or private sector initiative which financing or operating completely a partnership of government and private sector companies or investor. Government and investors divide up all advantages and disadvantages. In addition, Government don't have to produce or manage public service only it can control it (Yatırım Proglamlama İzleme ve Değerlendirme Genel Müdürlüğü 2012).

Public Service categories illustrated with mind mapping technique and interpreting literature data in Figure 2.1 as follows.

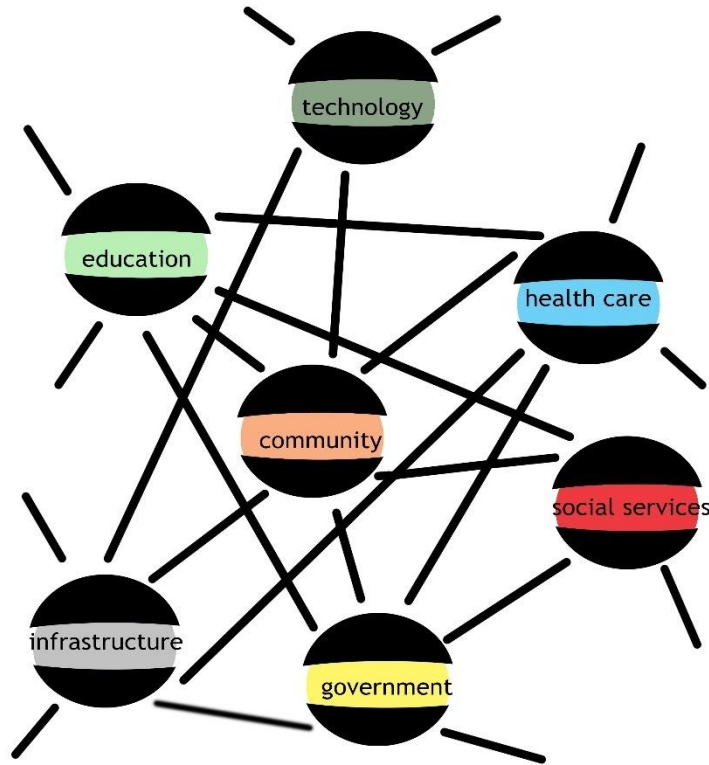


Figure 2.1 : Public Services.

After the emergence of private companies and private market, the number of public private partnership has increased. According to Olander and Pemsel, these partnerships provide some opportunities for public sector organisations to supply services, or the buildings and infrastructure to provide public services, without the risks of asset and infrastructure ownership and maintenance to the private sector (Olander and Pemsel 2011).

Public Private Partnership can be differentiated into four categories;

- *BOOT: Build, Own, Operate, Transfer*
- *BOT: Build, Operate, Transfer (Payment from user fees)*
- *DBFO: Design, Build, Finance, Operate*
- *DCMF: Design, Construct, Manage and Finance (Payment from a public sector body)*(Olander and Pemsel 2011)

Public Private Partnerships generally occur when public systems cannot be efficient for supplying services. At that time, Public Private Partnerships can help to improve access to basic services, increase quality and efficiency and mobilize capital (International Finance Corporation 2015).

Improving access to basic services;

- accelerated construction
- on-time and on-budget delivery
- shifting risk to private sector
- regular maintenance and upgrades

Increase quality and efficiency;

- higher quality service standards
- better identification and allocation of expected risk
- sharing risk with private partner
- increased efficiency of facilities and services
- access to best practices and private expertise

Mobilize capital;

- access to new private financing
- better budgetary efficiency
- value for money

Public Private Partnership Key Features illustrated as the following figure. Moreover Figure 2.2 explained some key points for being successful in PPP according to International Finance Corporation.

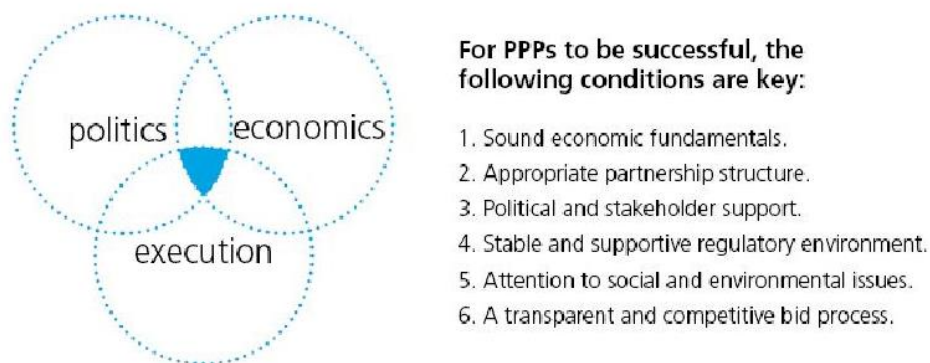


Figure 2.2 : Public Private Partnership Key Features.(International Finance Corporation 2015)

The achievement of Public Private Partnership is directly related with providing good connection within partners. Moreover there are some other points such as some other prior concerns about public welfare because the reason of teaming up these partners for presenting service to publicity. Related with this point attention to social issues or for informing publicity supplying transparent and competitive bid process is important (International Finance Corporation 2015).

2.2 Local Governments

Local Governments is basically defined as a public administration which is the closest form to publicity. It is a form of public administration taking care of given defined state(Gillett, H. Lehr and Osorio 2004).

Local governments as can be seen with an illustration in Figure 2.3 have some responsibilities to their citizens and also citizens want something from their local governments. Generally people want to be well governed and administrated effectively in terms of solving problems sufficiently. Solving problems in local level are easier than trying to solve them with general goverment (Bowman and Kearney 2010).

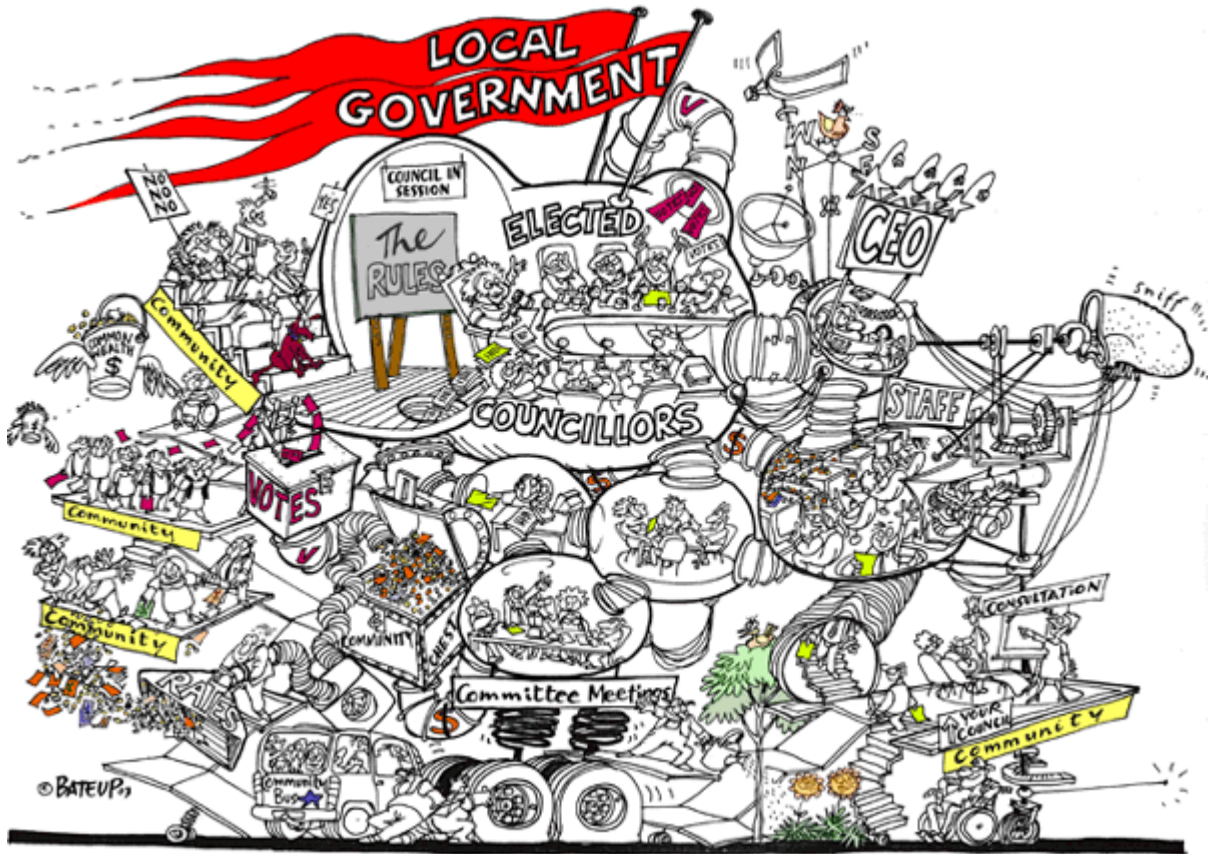


Figure 2.3 : Local Government. (Habitat International Coalition 2015)

In recent years, localization as a concept is getting importance day after day in Turkey(Pustu 2005). The most important reason of this process is with increasing population and urbanization, central management system started to be inefficient in understanding and solving problems of each settlement which locate far from center as peripheries. Moreover, with bureaucratic amendments such as closing down decision of Special Provincial Administrations(Mevzuatı Geliştirme ve Yayın Genel Müdürlüğü 2016), local governments and especially people who working in there as selected and attendant persons started to be direct decision maker(Marmara Belediyeler Birliği 2014). People elect one of them who are including administrative system for directing them and solving their all problems in local level rather than trying to reach statesmen. Although local governments and selected people directly related with local subjects, they started to be inefficient after a point in presenting public services as mentioned reasons before like population increase, proceeds decrease. Therefore, local governments also tried to privatize and get into a partnership for transmitting public services.

2.3 Gated Communities

Approximately more than 50 years, Gated Communities have been existing in both America and Europe as a residential type, residential product type and as a life style (Frantz 2000). In literature, there is no exact definition for the term ‘gated community’. There are various definitions by Blakey and Snyder since 1997 about gated communities. They mentioned that subject in their published book ‘Fortress America: Gated Communities in United States’. Therefore, the general definition is ‘Physical privatized areas with restricted entrance where outsiders and insiders exist’(Blakey and Snyder 1997).

Moreover, in the literature, gated communities are related with some obvious concepts like ‘Wall, Security, and Sheltered’ (Davis, 1990; Blakely and Snyder, 1997; Low, 2003). There are some other specific terms used by researches, for example: “fortress communities” (Blakely and Snyder, 1997, 1999), “enclave communities” (Luymes, 1997), “city of walls” and “fortified enclaves” (Calderia, 1996), “enclosed communities” (Massey, 1999; Hook and Vrdoljak, 2002) “fortified cells”, “security village” and the like (Dündar and Özcan 2003).

Gated communities also can be explained as self-contained, separate communities from the other part of the city. That means residential areas that are fenced or walled off from their surroundings, preventing or controlling access by means of gates. Their concepts can be explained as living area with restricted access but they also define a self-sufficient environment with luxurious amenities such as swimming pools, private activity centers, children’s play areas, and a full accompaniment of caretaking staff and security forces.

Yönet and Yirmibeşoğlu define contemporary Gated Communities as a global housing form in Figure 2.4. As they said; especially since the 1980s, the globalization of capital and accompanying neoliberal policies have led to the social and spatial transformation of cities (Glasze & Alkhayyal, 2002; Keyder, 2006; Atkinson, 2010; Luymes, 1997; Low 2003). With unequal life standards as a result of social and spatial transformation, cities became chaotic and uncertain spaces. Inequality and inadequate life standards and accordingly public services presentations led the housing market towards the production of privately governed housing areas. Moreover with increasing gated community production; public space

and public sector relations, privatization, urban community, security, identity and citizenship concepts start to gain new meanings(Aydın Yönet and Yirmibeşoğlu 2015).

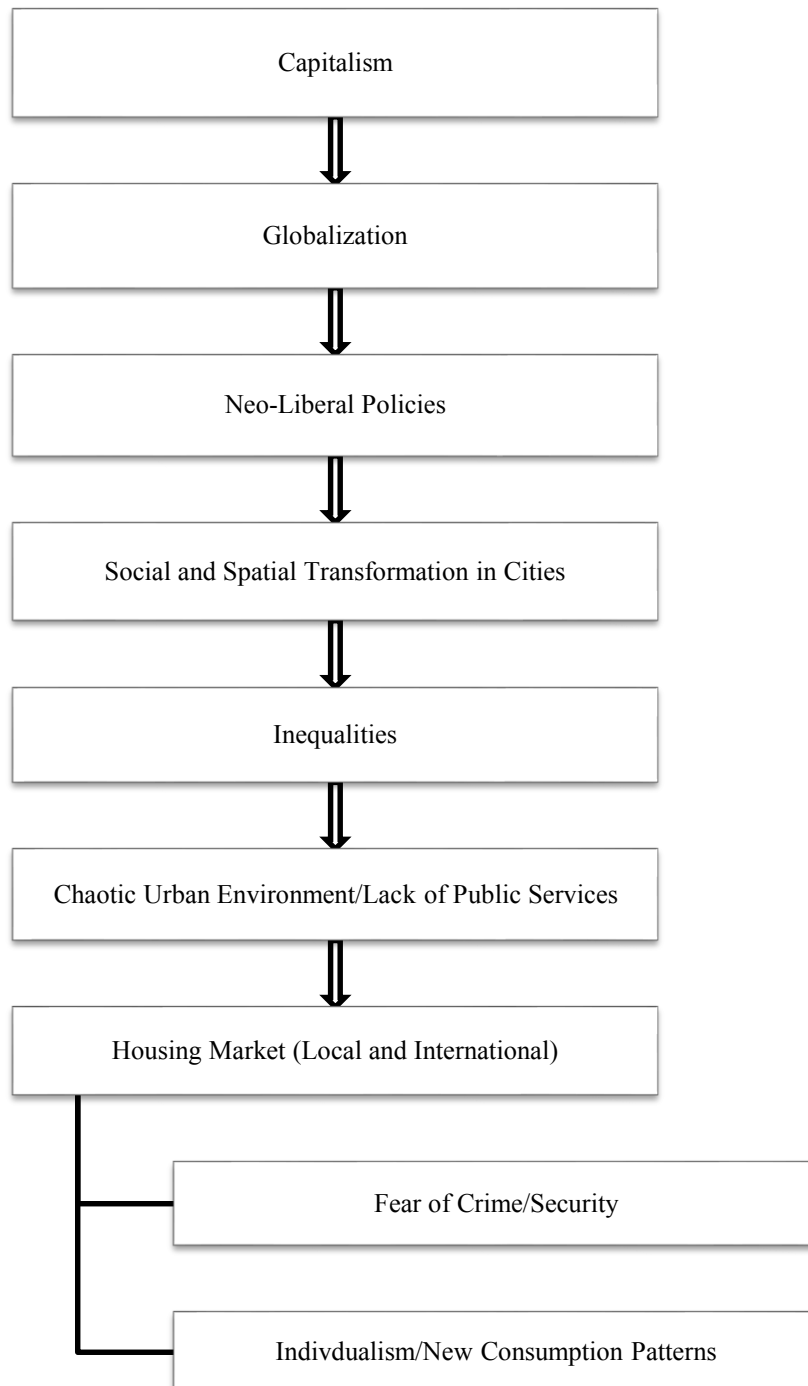


Figure 2.4 : The Emergence of Gated Communities.(Aydın Yönet and Yirmibeşoğlu 2015)

Yönet and Yirmibeşoğlu said;

‘The housing market promoted both the new global lifestyle and security services due to fear of crime. Thus Gated Communities are products of the globalized world’

(Aydın Yönet and Yirmibeşoğlu, The New Mode of Housing Production: Gated Communities in Istanbul 2015).

Depending on the country of interest, the definition and categorization of gated communities differ. Blakely and Snyder categorized gated communities according to North American gated communities (Blakey and Snyder 1997) depending on the social groups and amenities while, Burke (2001) classified gated communities of American, British and Australian examples mainly by their security levels. Therefore, Luymes (1997) explained gated communities only as Typology of control focusing on the degree of their security and control abilities/amenities.

Grant and Mittelsteadt categorised gated communities in terms of Blakely and Snyder definition with some addings as amenities, facilities, level of affluence, type of security features and spatial patterns both can be seen in Table 2.3 and 2.4 (Grant and Mittelsteadt, Types of gated communities 2004). In addition, Baycan and Akgün focusing on gated communities in Istanbul, classified them by their physical characteristics, target profile and their location.

Table 2.3 : Blakely and Snyder's (1997) General Typology of Gated Communities.(Grant and Mittelsteadt, Types of gated communities 2004)

Type	Features	Subtypes	Characteristics
Lifestyle	These projects emphasize common amenities and cater to a leisure class with shared interests; may reflect small-town nostalgia; may be urban villages, luxury villages, or resort villages.	Retirement	age-related complexes with suite of amenities and activities
		Golf and leisure	shared access to amenities for an active lifestyle
		Suburban new town	master-planned project with suite of amenities and facilities; often in the Sunbelt
Prestige	These projects reflect desire for image, privacy, and control; they focus on exclusivity over community; few shared facilities and amenities.	Enclaves of rich and famous Top-fifth developments Executive middle class	secured and guarded privacy to restrict access for celebrities and very wealthy; attractive locations secured access for the nouveau riche; often have guards restricted access; usually without guards
Security zone	These projects reflect fear; involve retrofitting fences and gates on public streets; controlling access	City perch	restricted public access in inner city area to limit crime or traffic
		Suburban perch	restricted public access in inner city area to limit crime or traffic
		Barricade perch	closed access to some streets to limit through traffic

Table 2.4 : Checklist of Features Defining Gated Communities.(Grant and Mittelsteadt, Types of gated communities 2004)

	Physical	Economic	Social	Symbolic
Function of Enclosure	secure people and property create identity for project	enhance values protect club amenities	give visual or spatial privacy control those inside	display status and power control those outside
Security Features	nature of boundary; wall low fence, chain, or bollard faux guard station hedge or vegetation swing-arm gate nature of security guards at all times auto opener entry	fence-opaque fence-barbed mirrored glass on guard house topographic feature lift-arm gate patrolling guards surveillance cameras	physical fence-visually open speed bumps or chicanes 'private property' signs water slide gate devices in road bed card entry armed guards	symbolic fence-electric pavement texture or colour 'no parking' signs desert swing gate guards at designed times code entry house alarms
Amenities And Facilities	private roads open space institutional facilities	meeting place landscape maintenance guards	activity centre quality design	recreational facilities commercial facilities
Type of Resident	homogeneous by age	homogeneous by class	homogeneous by ethnicity, race and status	shared activity (for example golf)
Tenure	principal residence fee simple ownership	secondary residence condominium ownership	seasonal residence land lease	public housing rental
Location	urban infill	suburban greenfield	exurban destination resort	rural inner-city
Size	cul-de-sac pod	neighbourhood (tens to hundreds of units)	village (hundreds of units, some commercial)	town (thousands of units and mix of uses)
Policy Context	restricts gating	enables gating	growing area	stable or declining area

In addition to these categorization, generally houses divided into categories. The basic division is related with various types of attached or multi-user dwellings. A general categorization is;

- Detached Single-Unit Housing (Single-Family Detached Houses)
- Semi-Detached Dwellings
- Attached Single-Unit Housing
- Attached Multi-Unit Housing

Detached single-unit housing type can be seen in Figure 2.5 is generally determined as a home, house, or dwelling, building is usually used by just only one household or family, and consists of just one dwelling unit or suite.



Figure 2.5 : Detached Single-Unit Housing.(U.S. Department of Housing and Urban Development Secretary Julián Castro 2012)

These single-unit housing types can be listed as cottages, bungalows, villas and mansions. Semi-detached dwellings can be explained as sharing houses which is divided by a wall symmetrically as a mirror with a different people. Some gated communities formed with detached single unit housing type.

Attached single unit housing can be explainas an addition of two or more than two single unit houses each other such as connected farm, housebarns or longhouses. These housing types' examples can be seen as floowing figures; Figure 2.6 and Figure 2.7.



Figure 2.6 : Semi-Detached Townhouses.(Royal Australian Institute of Architects 2014)



Figure 2.7 : House Barns.(Helmer 2014)

Attached multi-family residential can be seen in Figure 2.8 also known as multi dwelling unit or MDU is a classification of housing where multiple separate housing units for residential inhabitants are contained within one building or several buildings within one complex as apartments in most common. Generally that form of housing unit can be found in gated communities.



Figure 2.8 : Attached Multi Dwelling Unit.(Mehlert 2013)

Considering all categories, there are common characteristics of gated communities, such as;

- Gated communities are multi-unit housing developments with private roads that are not open to general traffic. The residential component of gated communities can be vertical (luxury apartments) or horizontal (enclosed security suburbs).
- They are physically isolated, either by walls or empty spaces or other design devices.
- They are controlled by armed guards and security systems which enforce rules of inclusion and exclusion.
- Maintenance of some services such as security, landscaping, garbage pickup, infrastructure facilities are contracted with private firms.
- They tend to be socially homogenous environments, mostly for middle and upper classes. Gated community residents' shared values which may include racial, class or religious characteristics or common history. Also gated community may include charitable organizations, social and recreational clubs etc.
- They bring self-government with its unique rules and regulations to be strictly obeyed by the community members. (Caldeira, 1996; Blakely and Synder, 1997)

According to Caldeira's survey; gated communities have different uses and specializations in terms of residence, leisure and consumption such as office complexes, shopping centres and also other facilities

Nowadays around the World gated communities turn into a global phenomenon that occurs in different various forms in many countries including Argentina, Brazil, India, Malaysia, Saudi Arabia, Spain, the United Kingdom, United States and the others. There are both similarities and differences in gated community production and consumption process between developed and developing countries. These differences and similarities actually are designed by producers in housing market system. Producers present the gated communities different purposes as houses, offices, shopping malls or etc but at the same time they always present them with some specific common qualities as; private ownership, physically isolated with the help of walls, empty spaces or by other design methods, introverted rather than extroverted, usage of new communication and security systems, meeting all its requirements within its private land, having a property of being located at anywhere disregarding the environment which they have notions. The basic slogans of the producers are: comfort, neighborhood, community, security, identity, privacy and prestige. (Velibeyoğlu 2004)

In Velibeyoğlu's thesis search these differences were explained. In US cities, gated communities had become one of 51 the key actors in the urban development over the past 15 years. Their long-term consequences for social fragmentation were different from those in the US and vastly different from the long-term consequences of gated developments in Europe (Webster et al. 2002). In Europe there are relatively few private residential neighbourhoods. In the Lebanon modern gated developments first emerged during the civil war. In South Africa secure communities were the consequences of ethnic segregation. In Saudi Arabia gated compounds of linked houses provide family groups with a sense of privacy and identity. The sprawling gated suburbs of Latin America serve a different purpose. The divisions they cause are starker than most of their US counterparts, but they arise from individual needs that have to be taken seriously. Like the residential club communities scattered through Southeast Asia's cities, they offer a growing professional class a relatively secure lifestyle in the face of social and fiscal poverty.

As mentioned above concept of GC is accepted as an important indication of social and spatial segregation in cities. Additionally business and commercial usages as gated communities with residential usage formed a new spatial order within the perspective of arguments on social space/private space. Today; housing market

producers, land owners, investors and consumers and other actors shapes modern urban habitat. Urban planners and designers now not only deal with spatial issues, but also socio-economic and political consequences that are posed by these developments(Velibeoğlu 2004).

Gated Community Features illustrated withmind mapping technique and interpreting literature data in Figure 2.9 as follows.

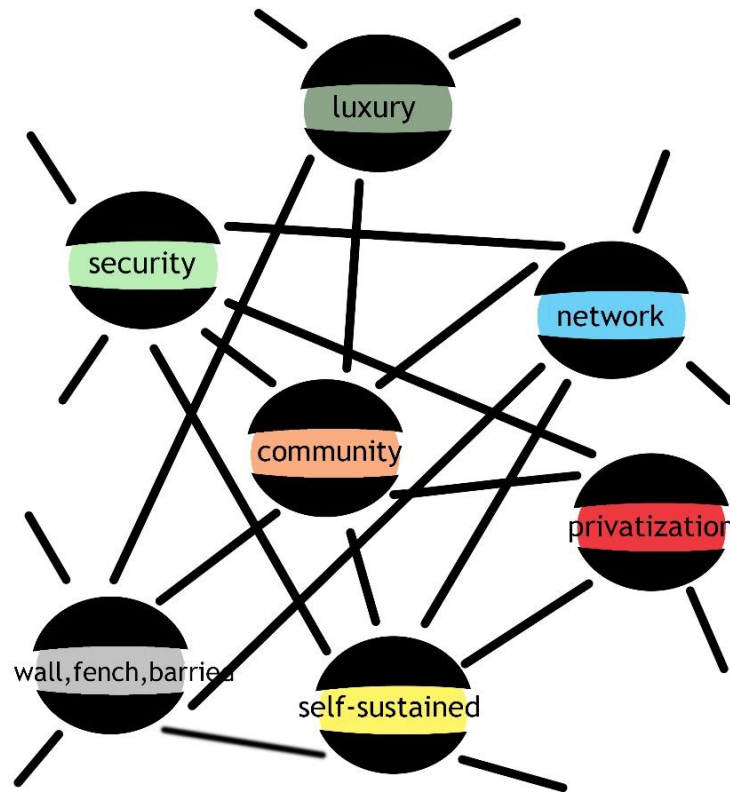


Figure 2.9 : Gated Communities Features.

2.4 Chapter Conclusion: Public Service Presentation Differences in Gated Community Types

This section constitutes a synthesis and a conclusion of the previous parts of the conceptual background. Firstly as a main focal point of study, public services were mentioned with their categories and presentation types detailedly. After first part of conceptual background, gated communities were approached as settlements in other words new developing areas in peripheries. In this section, public service presentation differences in peripheral areas according to gated communities were

explained. In addition to these, this section also the other main component of the thesis study. Case subject were analysed and analyses were done according to public service presentation differences.

Gated communities should offer variable facilities to attract people to choose them. These amenities can be different depending on factors like geographical location, demographic composition, community structure and community itself. Furthermore amenities can change according to management of the gated community and its administration body. If the number of well-disposed and the larger associations increase, more amenities can be provided.

Facilities also depend on the type of housing in gated communities. For instance, detached single-unit housing communities may not have a common-area swimming pool or people living there may not want to use that common-area swimming pool, since individual home-owners have the ability to construct their own private pools. On the other hand, attached multi-unit housing community and as a condominium, some units may want a pool and may offer a community pool, some units may not attend. Moreover, a condominium, may offer a community pool, since the individual units do not have the option of a private pool installation.

According to Blakely and Snyder (1997) and Grant and Mittelsteadt (2004) there are some basic amenities that gated communities should present to their users;

- guards and security
- private roads
- meeting place
- activity centre
- recreational facilities
- open space
- landscape maintenance
- quality design
- commercial facilities

- institutional facilities (Grant and Mittelsteadt, Types of gated communities 2004).

According to a questionnaire work about users' facility expectation in Gated Community Plot in Bangalore; users generally search amenities as 7/24 security, a large, clean and tempting swimming pool, gymnasium and health club, indoor and outdoor sports, safe and secure parks and playgrounds, traffic free roads and especially these facilities should locate in clean and a peaceful settings. (Ferns Estates & Developers 2015)

Figure 2.10 explained Public Service Presentation Differences to Gated Community Types with mind mapping technique and interpreting literature data.

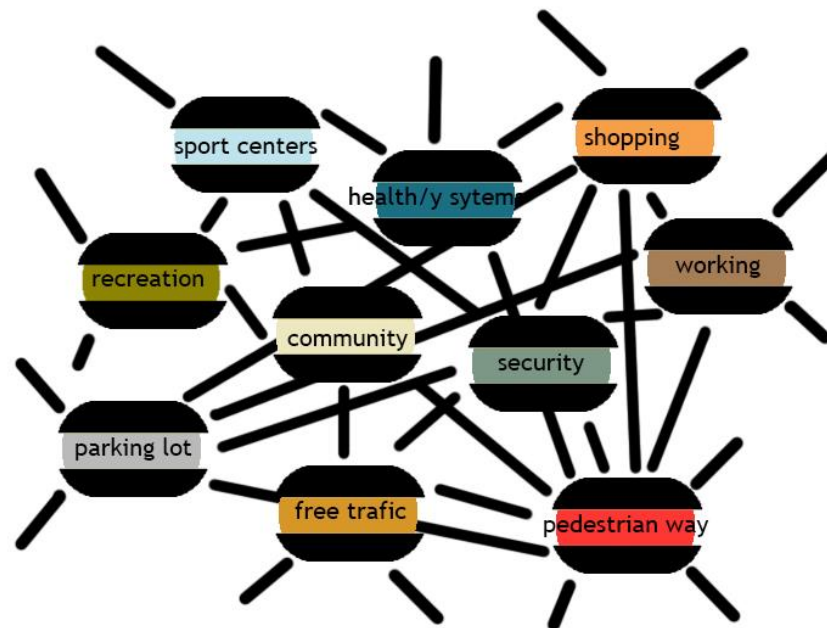


Figure 2.10 : Public Service Presentation Differences to Gated Community Types.

3. THEORETICAL FRAMEWORK

In this part, main theoretical backgrounds will be explained in connection with the conceptual background and literature. This part is divided into two sections; privatization theory and community – civic involvement theory. The theory of privatization includes what is privatization, how does shaped privatization process and its advantages and disadvantages with associated public service privatization. Second part explains gated community literature and focus on the underlying meanings and components of the theories, and the relationship between community theory and gated communities.

3.1 The Theory of Privatization

The meaning of privatization can change with different perspective. Generally it means; transferring process of ownership and role of business, agency, public service as related with main subject or some public properties from government and public sector to private sector or business (Chowdhury 2006). Definition of privatization was seen in Webster's New Collegiate Dictionary for the first time in 1983 as;

“Privatization-the transfer of public assets, infrastructure, and service functions to the private sector - is a new area of public policy and finance”(Hanke 1985).

In the simplest term, Megginson and Netter said that privatization can be defined as deliberately sale from government's assets or state-owned-enterprises to private economic agents for managing and administrating (Megginson and Netter 2001).

The main reason behind these processes is increasing proceeds with minimum outgoings, maximum advantages and more effective and quicker way. On the other perspective with increasing population day-by-day government have become inadequate at presenting public services to publicity in an effective way and after a point it had no choice but to change normal running with privatization process.

Privatization processes also help establishing free markets and encouraging competitions for companies and give publicity a wide range of selections in different

competitive prices. Boles de Boer and Evans found their studies in 1996 after privatization process telecommunication sector's proceeds and running system got better in New Zealand. Moreover, these service and quality improvements with new telecommunication tools, phone service prices decreased with privatization process (The economic efficiency of telecommunications in a deregulated market: The case of New Zealand 1996).

From a different perspective; besides the advantages of the privatization, there are some difficulties as well can be seen with an illustration in Figure 3.1, such as not being able to end the process successfully (Kikeri, S. ve Nellis 2002). Kikeri and Nellis said; *"is almost never painless"* about the process (Wang, Cheung and Jiang 2011). Even if all processes did not end up with failure there will be some missing parts in some cases from the point of view Wang, Cheung and Jiang like Kikeri and Nellis (Wang, Cheung and Jiang 2011). Because of the aforementioned problems and challenges, radical economic, social and political changes should be considered carefully during the process.



Figure 3.1 : Privatization Corruption Is Common In Texas.(wcnews 2015)

Carter's thoughts on subject; privatisation process should start with finding answer to these two question;

- a) *Why does a country decide to undergo privatization in some industries but not others?*

b) Why do some countries enjoy success while others experience failures from privatization?(Carter 2013)

According to Boyck, Shleifer and Vislny; there are a commonplace about privatization process' starting point which is public enterprises becoming insufficient in maximize efficiency because they have to take decisions mostly considering politicians' objectives. Moreover they built a relationship with privatisation process which can be examined with changes have been done by reformer.

Generally, successful level of privatization can be measured with cost reduction, profit and revenue (Prizzia 2001; Stolt, Blomqvist and Winblad 2011).

Keleş (2008) mentions that the worldwide liberalization of commerce has a significant effect on cities, and that public service is rapidly changing in the globalized world. In this new order, public services were no longer necessarily offered by public institutions and were privatized. In this context, the notion of public interest began to indicate not the interests of the society, but the interests of individuals, private entrepreneurs and capital owners.

With increasing population, local governments, which administratively and financially connected with central government, cannot fulfil public services to publicity exactly. Moreover, these local governments do not have sufficient financial source and they have to obey central governments' rules. With reasons like these, local governments try to find alternative ways to present essential services to publicity. These alternative ways could be called as privatization(Acartürk 2000).

According to Acartürk's work, there are 11 different ways of privatization of local governments as;

1. contracting out model
2. concession model
3. build operate transfer model
4. sales model
5. between administrations partnership model
6. coupon model
7. incorporation and collective model

8. taxation encouragement and administrative regulations model
9. volunteers organizations model
10. rating-pricing model
11. self-service model (Acartürk 2000)

Taking everything into consideration, privatization is not a simple subject but a complex phenomenon that contains multiple facts and could be seen from more than one perspective. There are multiple factors such as economic consideration, social susceptible and political concerns. For avoiding failures in privatization processes the perfect balance between these multiple factors should be supplied (Carter 2013). Moreover the balance should be provided in working level as individual or groups, organization level, industry level and country level. Because the balance should be change as scale (Polterovich 1995; Hadizadeh 2010; López-Calva and Sheshinski 2003; Yarrow 1986).

3.2 Community and Civic Involvement

“Gated” defines the physical form of the space, while “community” indicates a special, organized society (Aydın Yönet and Yirmibeşoğlu 2015).

However, it is not possible to talk about a real community exist in gated communities (Blandy & Lister, 2005). Usually, there is only social cohesion within the walls due to the obligation to obey the private governance’s rules. Private governance, as opposed to public management, can evaluate complaints and enforce sanctions immediately. Private governances are considered efficient urban and economic structures for facilitating access to the public system and taking the burden off from local governments in areas where collective consumption good is supplied at optimum quality through the housing market.

The fundamental component of civic involvement is participation. Since Magna Carta, the matter of participation has started to take place in political processes gradually. After these slow progress, Locke’s and Montesquieu’s works about the social contract ideas and then the American Declaration of Independence and the French Revolution began to create more well informed citizens about these subjects. Citizens started to become more participative in political and decision-making

According to Ekman and Amna it can be related with working with others in a community and solve some problems with other communities, organizations or institutions with representative democracy (Ekman and Amnå 2012). As a human being, our individual feelings and responsibilities leads us to be a part of and do something for a community. This could be another description of the civic involvement/engagement concept. Furthermore concept of civic involvement help to understand people that each of them has a responsibility for their communities' development.

Measures of Civic Engagement with civic, electoral and political voice components illustrated as following in Table 3.1.

Table 3.1 : Measures of civic engagement.(Keeter , et al. 2002)

Civic	Electoral	Political Voice
Community problem solving	Regular voting	Contacting officials
Regular volunteering for a non-electoral organization	Persuading others to vote	Contacting the print media
Active membership in a group or association	Displaying buttons, signs, stickers	Contacting the broadcast media
Participation in fund-raising run/walk/ride	Campaign contributions	Protesting
Other fund-raising for charity	Volunteering for candidate or political organizations	Email petitions
Run for Political office	Registering voters	Written petitions and canvassing
Symbolic Non-Participation		Boycotting

In “The Civic and Political Health of a Nation: General Portrait” study Keeter, Cliff, Molly and Krista divided civic engagement into three parts as civic, electoral and political voice. Civic involvement part of these section is main focus.

“It is the objective of civic engagement to look at...great ideas from the micro level and to suggest approaches which might ameliorate the contradictions evidenced in the macro analysis of these ideas.” (Hauptman 2005)

Hauptman’s thoughts about Civic Involvement can be listed as follows;

- Civic engagement is a rational goal-centered activity, sharing responsibility for its actions and concentrating on its results and consequences.
- Civic engagement is an individual non-violent voluntary action, generally within an organizational framework, but possibly also an individual pursuit.

- Civic engagement emphasizes the interrelationships of all its activity areas, since effects in any of them may influence others as well.
- Civic engagement has to place its activities in the global framework, since all its activities may have global effects and consequences.
- Civic engagement expects organizations, including the academy, to be models in its administration and activities, which assigns a special function to the academy's teaching concerns.
- Civic engagement recognizes the existence of value frameworks, in which organizations and individuals operate. These frameworks may provide motivations and an understanding of vocation for individuals affected.
- Civic engagement necessitates periodic assessment and evaluation of its activities, going beyond quantitative forms, and implying the possibility of modification and even abandonment of its goals and activities. (Hauptman 2005)

Civic Engagement Model can be seen in Figure 3.3 created by people working on the Kaleidoscope Project is an important tool to progress and move communities through stages of change to improve health outcomes with more successful results. With the thought of volunteerism and inclusive and well-organised community, this project has successfully helped people and communities(The Kaleidoscope Project 2010).

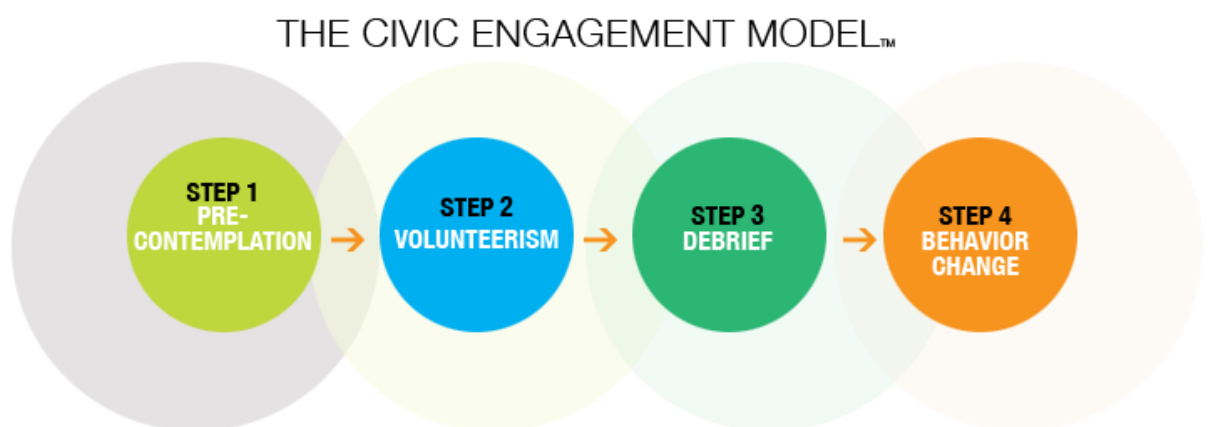


Figure 3.3 : The Civic Engagement Model.(The Kaleidoscope Project 2010)

As an example the project members defined their model and its steps like that;

“Steps of the Civic Engagement Model:

1. First Step – Pre-contemplation Phase

The Stages of Change Model (Prochaska, DiClemente and Norcross) is a useful model that defines the stages that people go through as they are attempting to make a behavior change. With just about any behavioral change, the Pre-contemplation Phase is the phase where a person is not even thinking about making a change. The Kaleidoscope Project typically works with people who are in the pre-contemplation phase of the areas of tobacco reduction/ cessation and weight management, nutrition and physical activity.

2. Step Two – Volunteerism

In our initial community assessments, we found that people in the community lacked a sense of belongingness and desired a way to form relationships. Volunteerism is our means of creating “temporary communities” for participants in our program. As a core part of our program, we involve our participants in volunteer projects. Each participant is assigned to a volunteer team and completes a short volunteer project. The projects are tailored to fit the schedules of our participants. Teams are typically made up of 10-12 people. The Kaleidoscope Project selects volunteerism sites, creates the schedule...the participant just needs to show up and be prepared for a great experience!

3. Step Three – Debrief Phase

Two weeks after the volunteerism project, The Kaleidoscope Project will re-convene the project team for a debrief session. The debrief session is three-pronged: (1) it is designed to provide time to share experiences in volunteerism, (2) to discuss the correlation between volunteerism and personal health and wellness and (3) learn options and develop a personal Self-Care Plan. The outcome of the debrief session is that each participant walks away with their own Self-Care Plan.

4. Step Four – Behavior Change

The Self-Care Plan drives what the participant will do to make the desired behavior change. This plan is managed by the participant, but The Kaleidoscope Project will do consistent check-in's to support the participant in their plan activities.” (The Kaleidoscope Project 2010).

3.3 Chapter Conclusion

In this section, firstly public service presentation types and differences in peripheral areas were associated with privatization theory. Before the rapid rise in the population and urbanization rate, the urban sprawl had not yet reached the peripheral areas, therefore public service presentations were sufficient. However after the rapid changes in the aforementioned subjects existing presentation types and techniques became incapable and privation process has started.

Furthermore civic involvement and community theory was directly link to gated communities which arise as the new developing areas in periphery of Istanbul. These settlements were named as gated communities but in this section it is discussed that if “community” does really exist or not. In addition to that, the question of how should a real community be was argued associating with civic involvement theory.

4. CASE STUDY: ZEKERİYAKÖY

In this part of the study, on the basis of the above conceptual and theoretical background, Zekeriyaköy as the case study will be evaluated.

Therefore, this chapter consists four section, viz. (1) Appearance Of New Housing System And Gated Communities In The Peripheral Istanbul, (2) The Role of Zekeriyaköy, (3) The Research Design of the Thesis Study and finally (4) Analysis and Findings section. First section explains the historical background of the appearance of new housing system as gated communities in the peripheral Istanbul. Then, second section provides details on the case study area. After that, research design section offers prefatory remarks on the data gathering and analyses used for the study. And finally, analysis and findings section exposes findings.

4.1 Appearance of New Housing System and Gated Communities in the Peripheral Istanbul

The roots of gated communities in Turkey can be traced back to the 1980s after the Mass Housing Law was enacted (Baycan and Akgün 2007). This housing production type has turned into an indispensable focal point of property market and investors. While gated communities primarily have been seen in metropolises and big cities of Turkey like Istanbul, Ankara and Izmir nowadays almost each city has their own gated community stock (Gated Communities in Istanbul: The New Walls of the City 2007).

Housing markets and producers generally have been used to present gated communities to the target users as seaside resorts or summer cottages near the sea, nowadays these dwelling constitutions dispersed also at the centre of the city and peripheries of the city in an heterogeneous way. Gated communities like a dwelling presentation way have been gaining importance through both the world and Turkey.

Istanbul has a great potential for housing market and a focal point for all other sectoral investments. Being metropolis for ages, the City of Istanbul, with changing

and improving transportation connections, and especially its peripheral areas have been confronted with rapid production and dissemination of gated communities (Kurtuluş 2011). According to Kurtuluş (2001), these housing areas named as gated communities has reached today a remarkable number and they increased in city enormously. In addition to that ,according to data which was retained by Baycanand Akgünin 2007, untill 2000s, the area which was covered by gated communities has reached in throughout approximately 30 million m² of Istanbul (Gated Communities in Istanbul: The New Walls of the City 2007).

In Istanbul, gated communities have become the sole housing production type of the last decades. According to the data of Istanbul Regional Development Agency (IRDA/ISTKA), the land use of Istanbul has examined in seven categories viz., forest, agriculture, military, green, housing areas, slum areas and gated community areas (2014-2023 Istanbul Bölge Planı 2014). Although legally, there is no distinction between gated communities and non-gated housing areas, the increasing pace of them has led planners to differentiate them from other types of production. As can be seen from Figure 4.1, gated communities can be seen in both CBD and peri-urban areas.

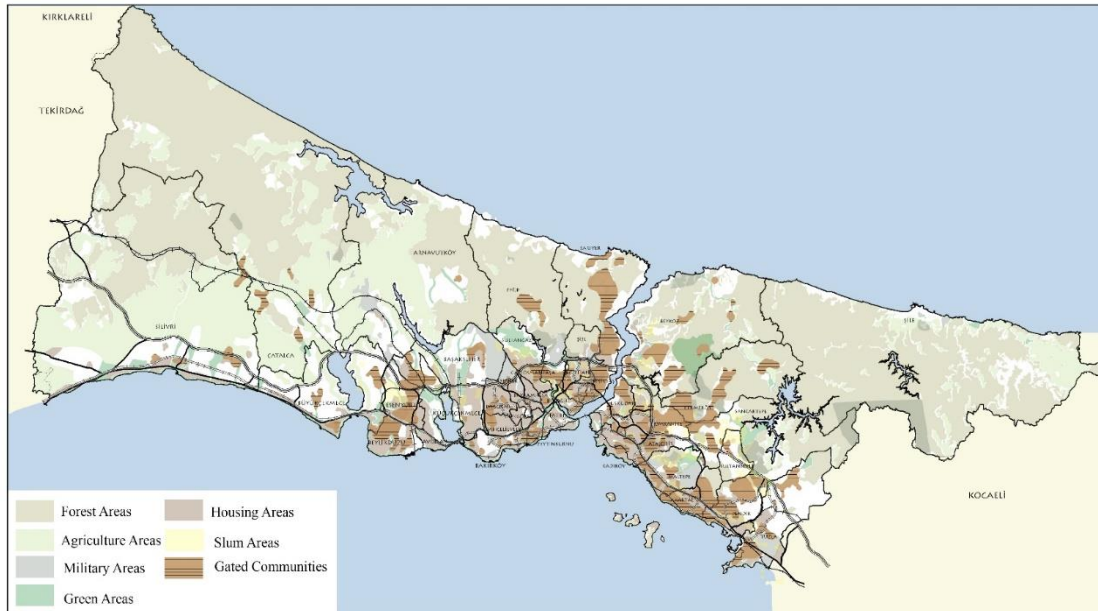


Figure 4.1 : Distribution of Settled Areas With Categories in Istanbul.(ISTKA 2014)

According to Berköz and Tepe's study in 2013, the earliest gated communities are seen mainly in peripheral areas of Eyüp, Sarıyer, Beykoz and in Beşiktaş as the CBD. In addition to that, gated communities had a peak starting from 2005 onwards.

Gated communities did not conglomerate a specific place in Istanbul, these housing areas chose as location CBD, city centre and periphery of the city according to the user profile and their demand (Berköz and Tepe 2013).

Although there are many examples of gated communities in Istanbul, the development of Zekeriyaköy is not a gated estate but a gated community formed by single unit gated dwellings. Therefore, the following section focuses on Zekeriyaköy.

4.2 The Role of Zekeriyaköy

The inspiration of Zekeriyaköy has been the development of Levent project. Therefore, it is important first to understand the roots of Levent project. In 1950s, Levent area was developed as new housing area in the peripheral regions while it has become the center of the city four decades later. Levent area has been developed by private sector via Land Bank (Emlak Bank). Today's Levent district's core as a first phase Levent homes foundation was started in 1947 within the scope of Land Bank's collective housing project and first neighbourhood was finished in 1950 (Figure 4.2).

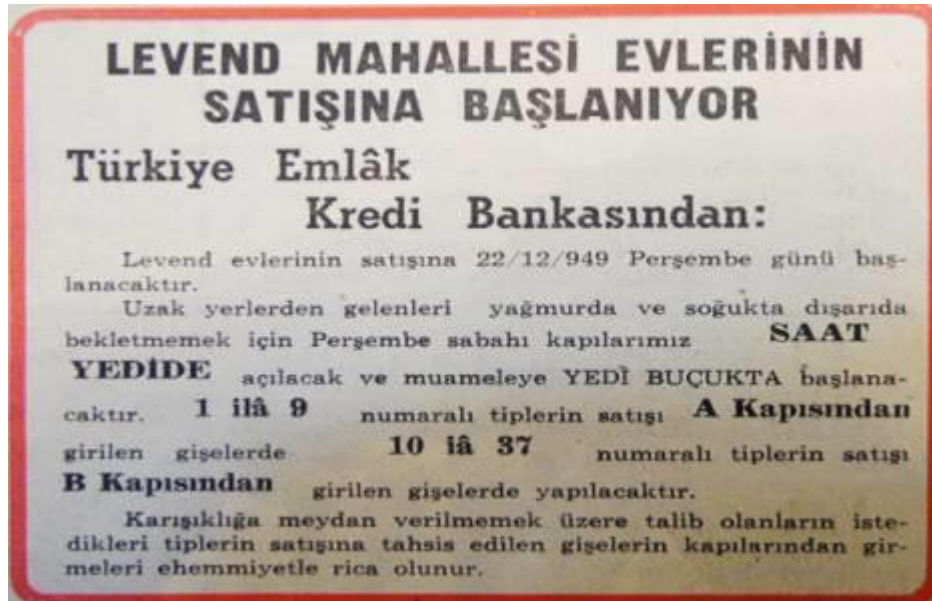


Figure 4.2 : Land Bank's Collective Housing Project, Levent Homes.(Karabey 2016)

As a monthly period wages approximately were 500 liras, Levent homes' house prices varied between 14.000 and 60.000 liras (with 20 annual interest). Although Levent located far from the city center, people from middle class, bourgeoisies and civil servants preferred to live there. After that, project continued with second, third and fourth neighbourhoods and was finished in 1960s (Figure 4.3 and 4.4).



Figure 4.3 : Land Bank's Collective Housing Project, Levent Homes.(Karabey 2016)

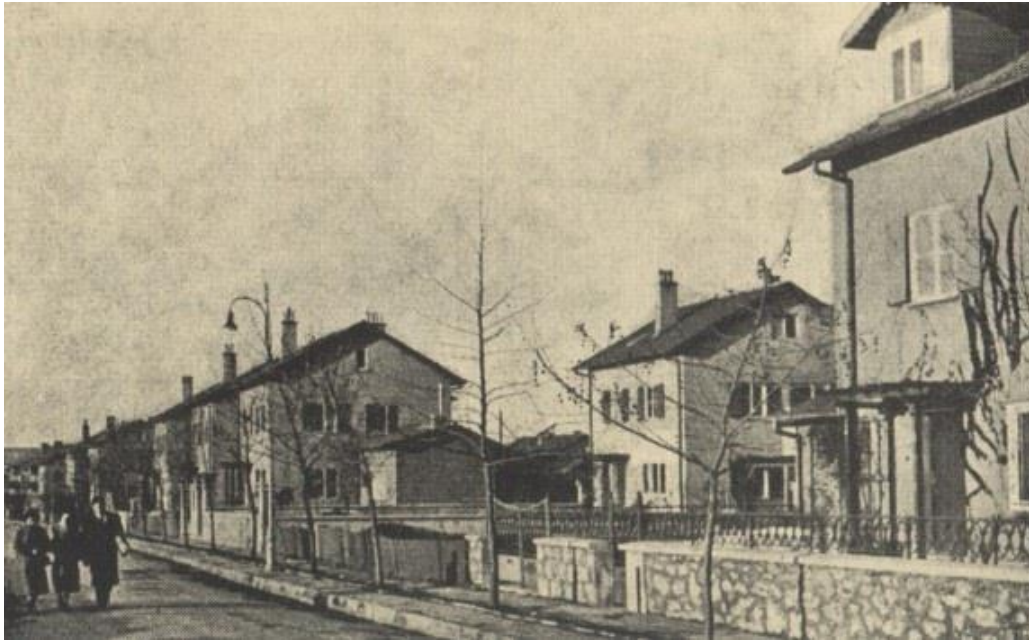


Figure 4.4 : Land Bank's Collective Housing Project, Levent Homes.(Karabey 2016)

In 1980s, as the result of Mass Housing Law, the production of gated communities has started and accelerated day by day. Before 1987, there were single-storey and two-storey homes. Zekeriyaköy's pionnering development project has been started on the basis of Levent project but after Marmara Earthquake and other developments as both increasing population and beacause of spreading settlements to peripheral areas, Zekeriyaköy has been extented and other gated community development have

followed (Figure 4.5). Quite a big scale of population especially middle-high and high income people have preferred to live in Zekeriyaköy in different estates or housing type but the presentation of public services was not questioned. The peripheral location of the settlements has led inhabitants to create or to buy services via private channels as gated communities or gated towns.

Figure 4.5 : Zekeriyaköy Satellite Image.(Google Earth 2016)

Zekeriyaköy have a different importance in terms of gated community production process of Istanbul. Zekeriyaköy started this process as a village and then it changed as neighbourhood in relation with Sarıyer Municipality. Furthermore, Zekeriyaköy become different in administration status with a cooperative system.

Zekeriya köy was a village located in Sarıyer district in Istanbul (Figure 4.6). Today, the neighborhood has a population of 17.581 in 2014.



Figure 4.6 : Zekeriya köy Location.(Google Earth 2016)

After 1990s and Marmara Earthquake, Zekeriya köy has been the choice of high income people for living. Gated communities in Zekeriya köy Garanti-Koza Housing has its own cooperative administration system for public amenities which is now serving to inhabitants from other estates.

“Zekeriya köy Garanti-Koza Houses” as a compound and as a pioneering project which settled up approximately 1 million m² area and it has different parts like mansions, villas, commercial complexes, social and sportive facilities and also their all infrastructure system. This project also known as the biggest project which was done by private sector. Besides its size, in terms of ownership, the project is also the only project with a vertical ownership of the dwellings and horizontal ownership of the common market zone (Garanti Koza 2016).

Figure 4.7 and Figure 4.8 illustrated general view of Zekeriyaköy as Zekeriyaköy Houses and Zekeriyaköy Market Area.



Figure 4.7 : Zekeriyaköy Houses.(Garanti Koza 2016)



Figure 4.8 : Zekeriyaköy Market Area.(Garanti Koza 2016)

Zekeriya köy Neighbourhood Cooperative Boundaries and Settlement Diagram can be seen as Figure 4.9.

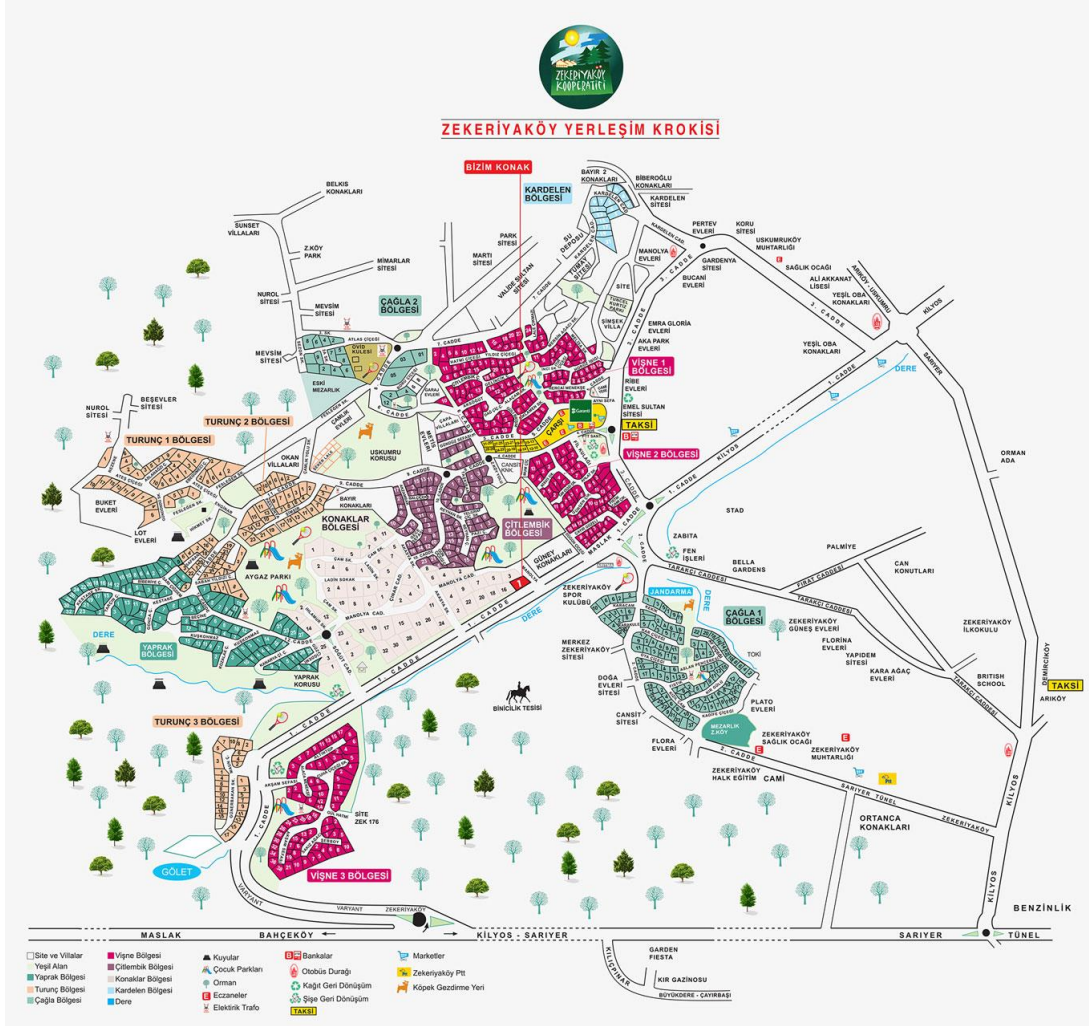


Figure 4.9 : Zekeriya köy Neighbourhood Cooperative Boundaries.(Zekeriya köy Komşuluk Birliği 2016)

In this study, Zekeriya köy was analysed with some definite area instead of all Zekeriya köy as whole neighbourhood population. While determining these defined area can be seen in Figure 4.10, especially distance from Neighbourhood Cooperative was taken into consideration. These defined area contain approximately 650-700 housing unit and these equal to almost 2465 people who are living there both gated community or not and also are enrolling Zekeriya köy Neighbourhood Cooperative or not. (Household size was approved as 3,52.)



Figure 4.10 : Defined Study Area in Zekeriyaköy.(Google Earth 2016)

After this introduction about Zekeriyaköy, the following section explains the research design of the thesis.

4.3 Research Design of the Thesis

The main problem in this thesis is defined as to identify differences in the presentation of public services in a peripheral area as the new growing zone of gated communities with a specific focus on the case of Zekeriyaköy.

On the basis of this problem definition our proposition and its hypotheses are:

- ❖ Proposition: The public service presentation types can be changed with housing production techniques and people demand
- Hypothesis 1: Privatization process generally start if existing public service presentation techniques start to be insufficient.
- Null Hypothesis: Privatization process can be started every time when existing public service presentation techniques are sufficient or start to be insufficient.
- Alternative Hypothesis: Privatization process start while existing public service presentation techniques are sufficient.

- Hypothesis 2: Gated communities as single or multi dwelling unit bring with their public services without privatization process and they create their “private” public services.
- Null Hypothesis: Gated communities as single or multi dwelling unit can bring with their public services without privatization process and they can create their “private” public services or they can use existing public service for supplying their own needs.
- Alternative Hypothesis: Gated communities as single or multi dwelling unit directly benefit from existing public services without any privatization process.

The explored literature on both gated communities and public services including the studies on the preferences of inhabitants are explanatory in nature. Thus, this thesis is also explanatory in nature that the above mentioned hypothesis will be tested by using statistical testing techniques, viz. T-test and correlation. As there is no specific data on the topic. A questionnaire has been formulated in order to gather needed data. The sample covers people, as the research unit, that lives in Zekeriyaköy in single dwelling gated communities, classic gated communities or single/multi-family housing. These research unit as “people” can include person who live alone in a house or persons who live their families a family house or gated communities in Zekeriyaköy. Housing unit type can be differentiated as single family house, multifamily house, multi dwelling gated communities and mostly seen in Zekeriyaköy as single dwelling gated communities.

The survey has been conducted via specially designed structured questionnaire. In first part and last part of questionnaire contain general and personal questions. With these parts research unit characteristics are aimed to know. In attending part the special designed questionnaires were represented. Questionnaire sections were prepared as public service categories as;

- Security
- Transportation
- Social Services
- Entertainment
- Health Care

- Emergency
- Environmental Protection

If necessary data collection method associated with hypotheses, the survey can be made with people. With these surveys and questionnaires should comprise questions to measure the satisfaction level of people according to public service categories. For collecting correct data these questionnaires should be made with face to face conversations with people are living in Zekeriyaköy or online questionnaire way. Online questionnaire were prepared with Google Forms and these prepared questionnaires in written form were taken for during face to face interviews. All these interviews and questionnaires were done along January to March, 2016.

Moreover, process of making questionnaires with local residents turned out to be harder than expected. Gated communities are closed areas for outsiders. People who live there do not want to approve outsiders to come inside that is a known fact to everyone. However, period of making questionnaires occurred at the same time with increasing insecurity because of the burglary case incidents. Those days when questionnaires were intended to be made, Zekeriyaköy residents exposed burglary cases in their homes under the pretext of making some surveys so that they stood aloof from making interview and questionnaires. Although interviews were tried to be done in public spaces of Zekeriyaköy as parks, cafes, shopping centers' environment or etc. local residents also did not want to and stood aloof from making questionnaires there. In this way, questionnaires which were already limited became quite restricted.

Therefore, some alternative ways had to be found for making questionnaire and interview with local residents to collect data and make analysis. When attempted ways for making questionnaire was limited for reaching people, using current technological advantages as social media were decided to be used. Social media applications such as Instagram, Twitter, Facebook or etc. have turned into a public space for years in modern-day. Therefore, Instagram application was used as a tool for reaching people. Using "places" tab of Instagram, people who had done place declaration in Zekeriyaköy or Zekeriyaköy Mansions/Homes/Sites were found. After identification of people who live in Zekeriyaköy, they were contacted and asked if they want to make questionnaire about their living space or not. If they wanted to attend questionnaire the Google Forms link were sent to them. People who are

included in different occupational groups approved to make questionnaire and they also spread it to their neighbourhood. That way both via Instagram and limited face to face interviews, an employee in Zekeriyaköy Neighbourhood Cooperative and an old founder member of cooperative data were collected according to designed questionnaire. In face to face interviews some extra information about historical process of Zekeriyaköy and foundation process of Zekeriyaköy Neighbourhood Cooperative from past to present were added to questionnaire categories.

When measuring the satisfaction level of people according to public service presentation the measurement type of variables are ordinal. These ordinal variables can be categorised according to their groups for example satisfied, unsatisfied or hesitant and the questionnaires can be designed suitable with these categories.

After collecting the data, data has been deployed by correlation for testing hypothesis than setting regression models such as multinomial regression. While implementation process of correlations, the relationship between people satisfaction with different subjects and public service presentation types was observed. The relationship can be explained positive correlation as high or increasing the satisfaction level of people who live and take public service by local governments or local administration organizations as cooperative or site management in Zekeriyaköy positively or negatively correlation can be clarified. Moreover, in further researches with testing group differences maybe adding this study different site parts in Zekeriyaköy can be studied according to site administration or Zekeriyaköy cooperative.

4.4 Analysis and Findings

In this section, analyses are explained depending on three aspects of the study, viz. type of residential compounds, public services and residents' satisfaction in public service presentation. There are in total 24 people who accepted to be a part of our study. Therefore, the findings and results of the study are limited to the answers and preferences of 24 inhabitants in Zekeriyaköy.

4.4.1 Type of residential compounds

In first part and last part of questionnaire contain general and personal questions. With these parts research unit characteristics are aimed to know. This analyse part of

study examined research unit of people who are living in Zekeriyaköy both gated communities and non gated communities. There are 24 people with different answers and this part analysed these answers detailedly.

In beginning, people divided two equal part who living in gated community, non gated community and who enroled Zekeriyaköy neighbourhood cooperative or not as 12 and 12.

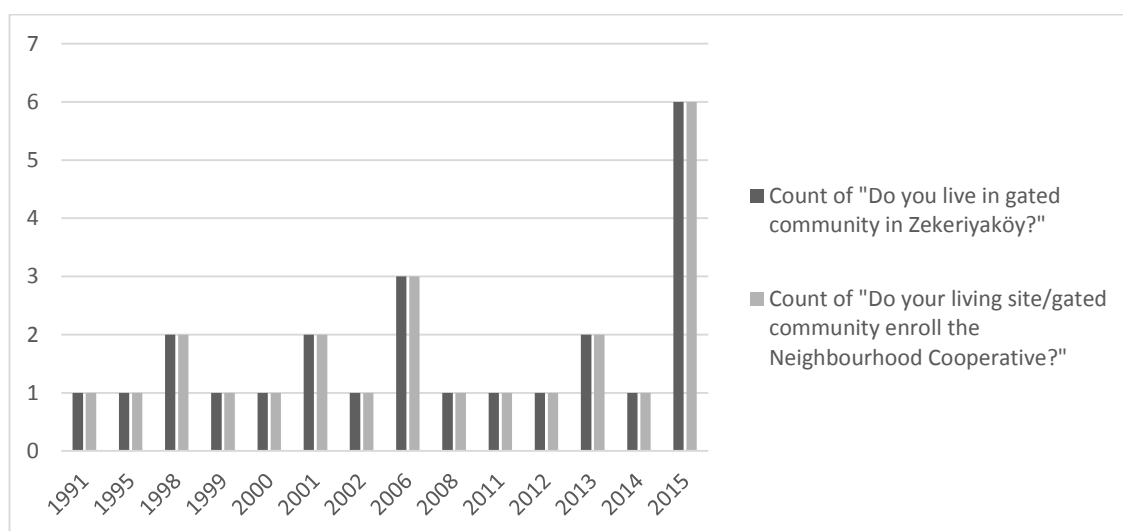


Figure 4.11 : Distribution of Gated Community Residence – Zekeriyaköy Neighbourhood Cooperative Membership.

At the upper graph as 4.11 illustrated distribution of research unit accoring to years who stayed gated community or non gated community and membership status of Zekeriyaköy Neighbourhood Cooperative. According to graph, in last years especially after 2006 both number of living in gated communtiy and cooperative membership increased.

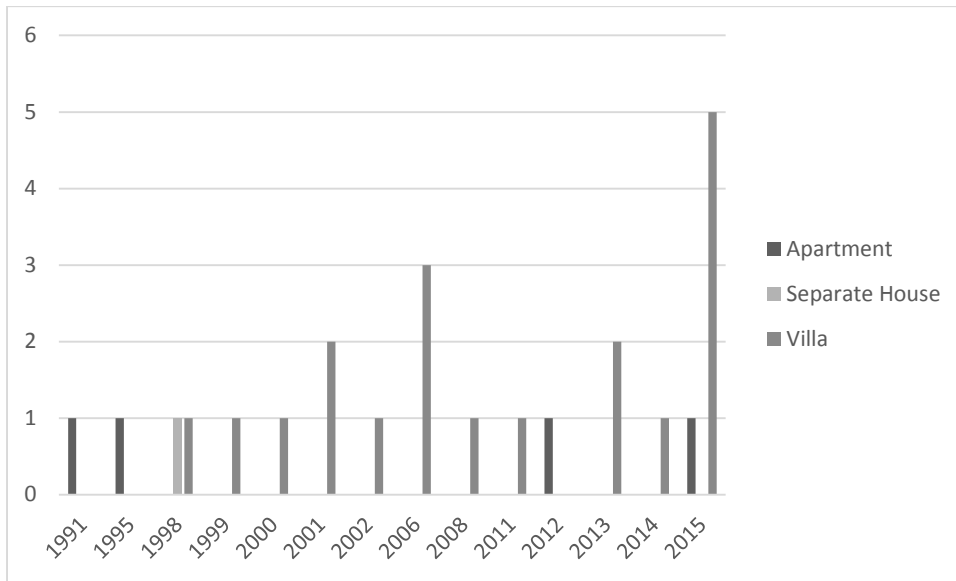


Figure 4.12 : Distribution of Housing Unit Type. (now)

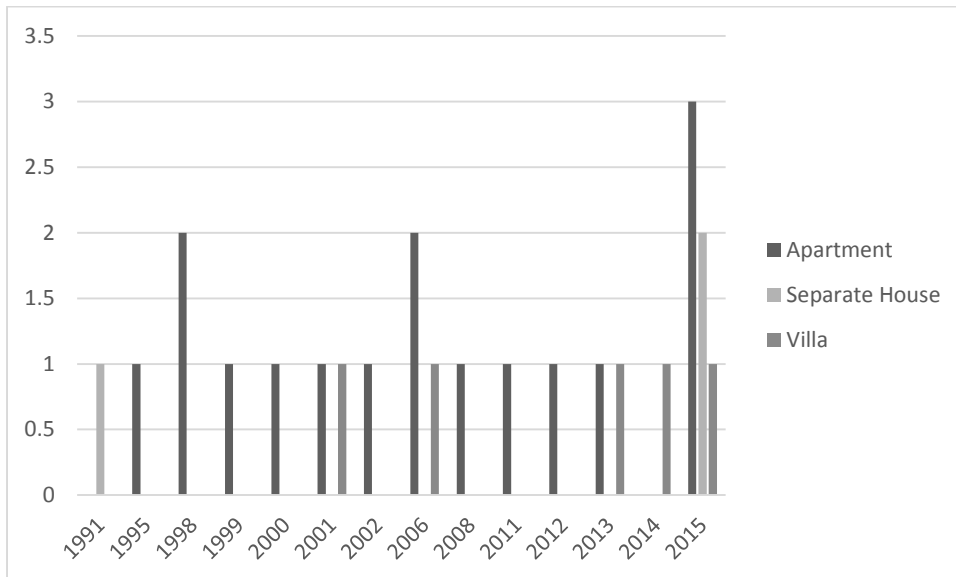


Figure 4.13 : Distribution of Housing Unit Type. (before movement)

Infigure 4.12 and 4.13, Housing Unit Type distribution illustrated. Accoring to these two graphs, people generally prefer to live in villas for ages even increasing at last years. Before they moved house in Zekeriya köy they genereally live in apartment.

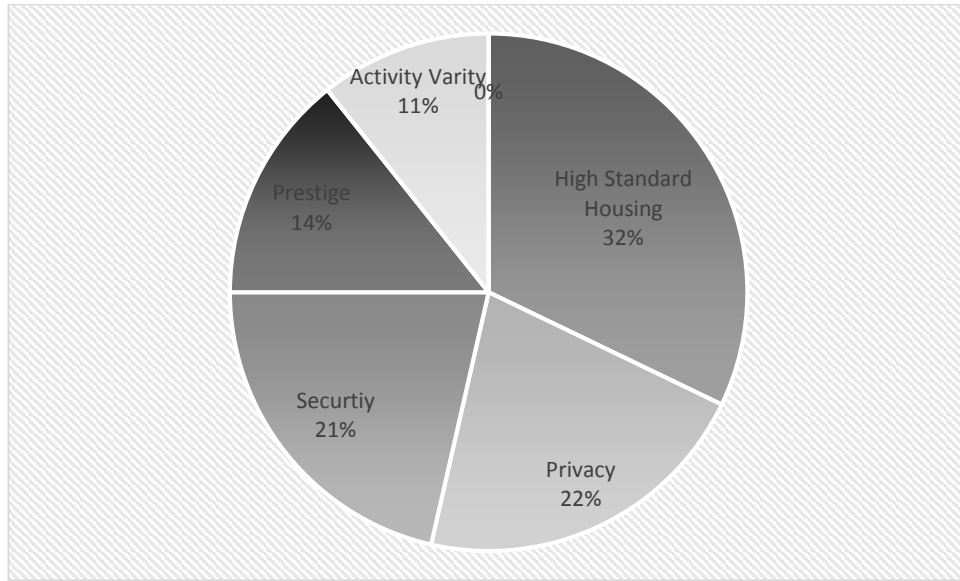


Figure 4.14 : Distribution of preferences in choosing Zekeriyaköy to live.

In figure 4.14, people's choices about why they go for living in Zekeriyaköy are illustrated. Generally, they choose high standard housing, privacy, and security as important for living in Zekeriyaköy.

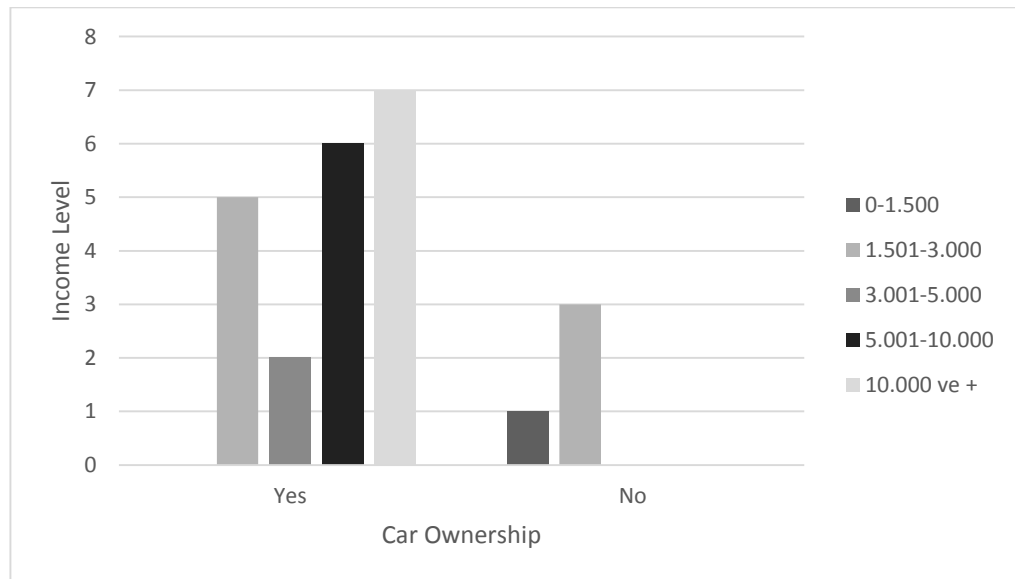


Figure 4.15 : Distribution of Car ownership and Income Level.

At figure 4.15, both car ownership and income level distribution are illustrated together. Generally, people who have a private car correspond to the high income level group.

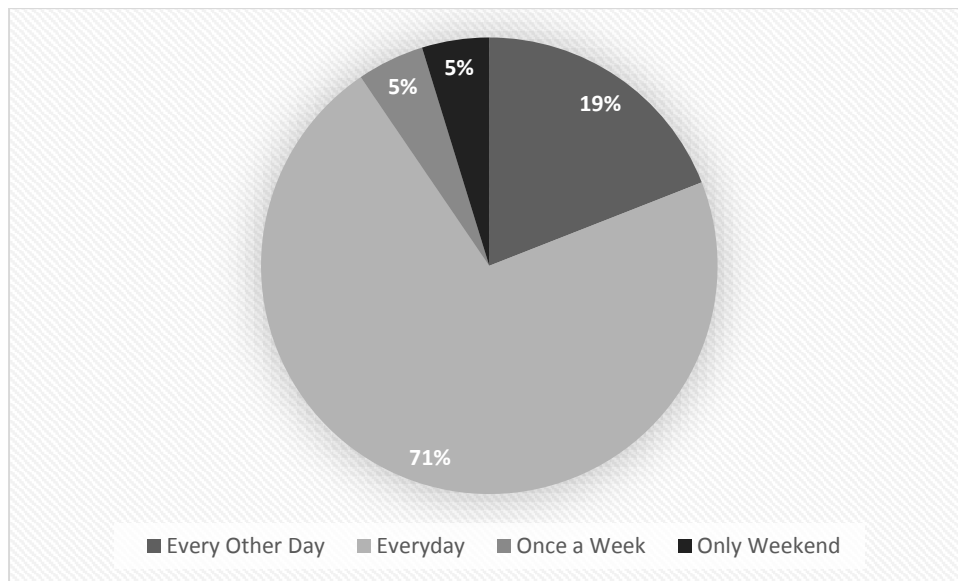


Figure 4.16 : Private Car Usage Frequency.

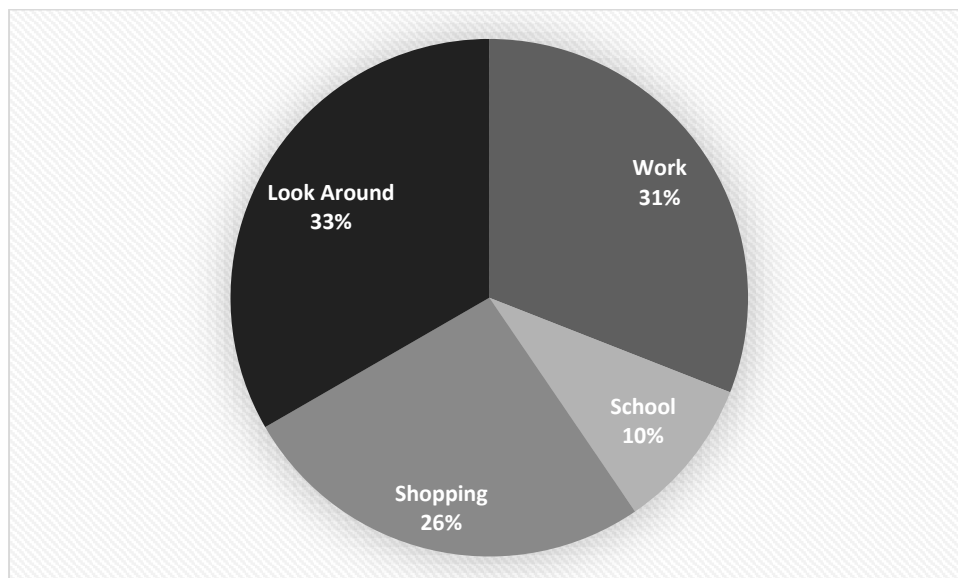


Figure 4.17 : Purpose Differences on Car Usage.

In figure 4.16, private car usage frequency is illustrated. People mostly used their private car everyday. Additionally, at figure 4.17 purpose differences on car usage can be seen. People generally prefer to use their car almost equal for each reason. Car usage purpose mostly seen as for looking around (33%) and working (31%) then following reason as shopping (26%) and finally for going school (10%).

4.4.2 Public service

That part include public servie existence in Zekeriyaköy according to research unit. Firstly, with general perspective which public service exist in Zekeriyaköy and which service does not exist analysed basically.

Table 4.1 : Public Service Existence.

Public Service Type	Yes, Exist	No, Does Not Exist
Security	%62.5	%37.5
Health Care	%50	%50
Education (Basis)	%62.5	%37.5
Education (Addionally)	%50	%50
Shopping	%87.5	%12.5
Green Spaces And Landscape	%96	%4
Social Facilities	%75	%25
Sport Facilities	%79	%21
Transportation Facilities	%71	%29
Parking (Open-Closed)	%84	%16
Cleaning And Care	%96	%4
Garbage Collection	%96	%4

Table 4.1 illustrated that generally all public services exist in Zekeriyaköy. These services can be associated with being gated community necessities as also take part in literature.

With analyses which were done by IBM SPSS Statistic 20 programme as independent sample test (t test) there are different results found. According to these confidence level identified as 0.005 and values found as little than 0.005 is significant. These analyses were done segmentally research unit as people who live in gated communities and people who enroll Zekeriyaköy neighbourhood cooperative.

Table 4.2 : Public Service Existence according to live in gated communities.

Existence of Public Services	Levene's Test for Equality of Variances	
	F	Sig.
Security	33.000	.000
Health Care	.000	1.000
Education (Basis)	3.667	.069
Education (Additionally)	.000	1.000
Shopping	1.497	.234
Green Spaces And Landscape	4.840	.039
Social Facilities	3.536	.073
Sport Facilities	12.037	.002
Transportation Facilities	.741	.399
Parking (Open-Closed)	17.341	.000
Cleaning And Care	4.840	.039
Garbage Collection	4.840	.039

When viewed results as Table 4.2, people who live in gated communities thought security, sport facilities and car parking public services presented for them.

In addition to that people who enrol the Zekeriyaköy neighbourhood cooperative thought social facilities and transportation facilities presented. In this way, cooperative especially presented social facilities and transportation facilities (ring system to subway station and different centers) as public service for people who enroll the neighbourhood cooperative can be seen as following Table 4.3.

Table 4.3 : Public Service Existence according to enroll the Zekeriyaköy neighbourhood cooperative.

Existence of Public Services	Levene's Test for Equality of Variances	
	F	Sig.
Security	3.667	.069
Health Care	.000	1.000
Education (Basis)	.607	.444
Education (Additionally)	.000	1.000
Shopping	1.497	.234
Green Spaces And Landscape	4.840	.039
Social Facilities	20.439	.000
Sport Facilities	.957	.338
Transportation Facilities	25.000	.000
Parking (Open-Closed)	.001	.971
Cleaning And Care	4.840	.039
Garbage Collection	4.840	.039



Figure 4.18 : Public Service Frequency of Occurrence.

In addition to these analyses, questionnaire also include frequency of occurrence questions for each public service in upper figure as Figure 4.18. Shopping facilities, transportation facilities and parking facilities are used by people everyday mostly, recreational areas as green spaces and landscape are used generally once a week, social facilities are used in weekends, sport facilities are used generally every other day.

4.4.3 Residents' satisfaction in public service presentation

In this section, the satisfaction level about public service presentation of people who live in Zekeriyaköy measured. This part is the most important part of the analyses because this part is main motivation of the thesis study. For that section, questionnaire contain a question for measuring each public service satisfaction level. Questionnaire wanted people give a score 1 to 5 for their satisfaction about that public service.

After those collected scores, analyses done according to two divided groups as people who live in gated community or not and people who enroll Zekeriyaköy neighbourhood cooperative or not. Analyses again were done as independent sample test (t test) in IBM SPSS Statistic 20 programme and confident level was accepted as 0.005. With results in table 4.4, people who live in gated communities particularly satisfied security and green spaces-land scape facilities.

Table 4.4 : Residential Satisfaction according to live in gated communities.

	Levene's Test for Equality of Variances	
	F	Sig.
Existence of Public Services		
Management	8.236	.009
Security	12.310	.002
Health Care	.103	.752
Education	.195	.663
Shopping	.165	.689
Green Spaces And Landscape	43.981	.000
Social Facilities	1.747	.200
Sport Facilities	.471	.500
Transportation Facilities	.415	.526
Parking (Open-Closed)	.747	.397
Cleaning And Care (Garbage Collection)	.111	.743

At the same time, understanding with Table 4.5 people who enroll the Zekeriyaköy Neighbourhood Cooperative specially pleased also green spaces and landscape and also cleaning and care facilities.

Table 4.5 : Residential Satisfaction according to enroll the Zekeriyaköy neighbourhood cooperative.

	Levene's Test for Equality of Variances	
	F	Sig.
Existence of Public Services		
Management	8.671	.007
Security	1.126	.300
Health Care	1.544	.227
Education	2.239	.149
Shopping	9.240	.006
Green Spaces And Landscape	43.981	.000
Social Facilities	3.048	.095
Sport Facilities	.127	.725
Transportation Facilities	4.753	.040
Parking (Open-Closed)	1.045	.318
Cleaning And Care (Garbage Collection)	30.118	.000

In conclusion, being in a gated community and being a part of the cooperative satisfies equally in terms of management, and green spaces, while gated communities remain as the secure area while cooperative offers a satisfactory service in terms of shopping and garbage collection. The “green spaces and landscape” satisfaction situation of people who are both living in GCs and enrolling Zekeriyaköy Neighbourhood Cooperative illustrated that people came Zekeriyaköy for living with green spaces in nature. After all, Figure 4.15 illustrated that also like people spend time green spaces generally once a week.

5. CONCLUSION

Today, population of the world is increasing day by day in every countries including Turkey. Both general fertility rate and internal, external migration rates effect population fluctuation. Accordingly, with population rise urbanization rate gather speed progressively and cities improved. Moreover all these factors effects cities' general situation. Especially cities' centres and their inner circle became out of stock in accommodation. For these reasons, cities' started to enlarge and spread towards the peripheries of city.

Parallel with the rest of the world, same situation can be seen in Istanbul as well. In addition to normal population increase and increase of normal urbanization rate, Istanbul's characteristic features effects population dynamism also. Both advantages of geographical position and economic, financial advantages resolve Istanbul as an attraction point for its inhabitants who can be called consumers and producers. Particularly housing market producers both local and nonlocal landowners focused on Istanbul stock. On the other hand with historical background of city both city centres and theirs inner circle does not have new space for incoming people.

With these reasons, both producers and consumers prefer the peripheral areas of city as a new growing area. City centres' density, crowded, movement, pollution and traffic problem push people to off-centre as peripheries. Tranquillity, calmness and stillness of city periphery appeal to people with merging wish of living in nature. Producers also offer different options to consumers. One of them, which is the focal point of this study, is gated communities. Gated community as a system present all advantages of the city centre in a far distance from there.

Gated communities have become to be seen in the world, especially around America and Europe, for 50 years. In Turkey, they have started to be seen especially around 1980s after becoming the main topic of Mass Housing Law. People for many different reasons prefer gated communities. Gated communities offer people all of city centre's possibilities as mentioned before such as security, social activities and spaces, shopping service, sport facilities, adequate parking areas, cafes, green spaces,

parks and etc. Gated communities forms a closed and out of reach environment and these create mysterious and confidential living space. With all other features of gated community's people prefer to live there for its prestige.

Gated communities can be seen all around the city in forms of both horizontal and vertical gated cites as residences and skyscrapers. However, this thesis study is especially focused on the new growing areas as peripheral areas' gated communities because of Istanbul stock situation.

The other focal point of study is public service and public service presentation/preference difference in peripheral areas of the city. Public service means government responsibilities for people who live in a country with high living standard. Public service categories shaped as, security, health, education, shopping and essential requirements, recreation areas, social facilities, sports facilities, transportation, cleaning services and car parking and parking areas. Government have to present each citizen an equal and fair way for their daily life.

As mentioned at the beginning in consequence of rapid population increase government started to become insufficient in presenting and transmitting public services for people. Insufficiencies of the government also caused decrease in the transmitting speed and proceeds of services inversely proportional with population increase. Therefore, that, government have to find new alternative solutions in public service presentation ways. Privatization of public services one alternative. When it is sufficient, government generally present public service in itself. On the other hand, when government started to be insufficient in presenting public service to publicity it tried to be partner with a private sector or transfer public service presentation entirely to private sector. In this way, both proceeds and speed of presentation public services to citizen can increase.

According to explained subjects thus far, the two main axis of the thesis study are gated communities in new growing areas as peripheries of city and public service presentation differences and preferences. The search and analysis subject of the thesis is crosses with these two subject as public service presentation and preferences in metropolitan peripheries as new growing areas and also people's opinions, satisfaction and dissatisfaction level. With this perspective the thesis study, contain both gated community literature and public service and its categorization literature

together. Moreover, theory part is again related with intersect of these two main subject as privatization and community and civic involvement theory.

Istanbul's current situation can be described for both centre and inner circle of centre. Consumers prefer to live and producers prefer to build in peripheral areas of Istanbul. As a result of aforementioned reasons like Istanbul's lack of space and consumers and producers tendency to peripheries like Zekeriyaköy completely match with the case study of the thesis. Zekeriyaköy located in Sarıyer, which is located in the European side of Istanbul. Zekeriyaköy was chose as a case because of its historical and bureaucratic process. Zekeriyaköy as it is understood from its name was a village before gated community process started. With the gated community constructions and increase in the population, Zekeriyaköy started to transform into postmodern village. Generally, educated people and people who participate middle-high and high-income level group prefer to live in Zekeriyaköy. With these progresses, Zekeriyaköy also turned into a neighbourhood connected with Sarıyer.

Zekeriyaköy was chose as case because of both being one of the pioneers in gated community developing process in Istanbul's peripheral areas and having different characteristic. Zekeriyaköy entire cannot defined as gated community exactly because some of this works as a normal neighbourhood. On the other hand, Zekeriyaköy has their cooperative system as neighbourliness association. This cooperative works with membership system and it present additional private public services to their members.

In content of analyse doing questionnaire and face-to-face interviews in gated communities was already a difficult practice by reason of being a self-enclosed settlement. GCs are totally inward-oriented systems and they do everything inside such as shopping, playing sport, socialising etc. People who live in GCs as insiders do not approve outsiders in their closed and secure environment. Moreover, recent burglary incidents made people more insecure and withdrawn than normal days. So, doing face-to-face interviews and questionnaire became more limited than usual. People did not want to make face-to-face interviews even in their daily public spaces such as parks, cafes or shopping areas. Therefore, alternative ways for collecting data had to be found.

Nowadays via technological benefits, social media applications have turned into a public space like a street in a city. So that designed questionnaire was transmitted to people who were found via Instagram which is a social media application and people replied questionnaire online with Google Forms in addition to face-to-face interviews.

Research unit of the thesis study was specified as 24 people who live in Zekeriyaköy. 12 of them live in gated community in Zekeriyaköy and 12 of them enrol only Zekeriyaköy cooperative. As a part of research, directly face to face interviews were done with citizens and cooperative personal.

Moreover, a detailed questionnaire with three main sections is designed. First section comprised general information about site and Zekeriyaköy, second section contained detailed questions about presenting all public service categories inside of the gated community and lastly third section included general informations about citizens. Questionnaire answers were collected with both face-to-face interviews and via Google Forms documents. After collecting data these were analysed and were interpreted with IBM SPSS Statistic 20 programme. Analyses were also divided into three sections as type of residential compounds, public service and residents' satisfaction in public service presentation. With first group analyses as "type of residential compounds", general citizen identity tried to be executed. This group's questions are formed like for how many years have you been in Zekeriyaköy, why did you prefer to live in Zekeriyaköy, do you enrol the Zekeriyaköy cooperative or in more exclusive way what kind of house do you live in Zekeriyaköy or do you have private car and how often do you use it. Second group analyses as "public service" contain questions directly related with public service and its categories. Firstly, all categories were checked according to existence. After that, people were divided into two groups as people who enrol Zekeriyaköy cooperative and people who live in gated communities. According to the analyses what does gated community present to its inhabitants (security, sport facilities and car parking area) and what does Zekeriyaköy cooperative present to people who enrols (social facilities, transportation facilities and ring system) different from gated community management. The last group analyses as "residents' satisfaction in public service presentation" can be defined both as the motivation of the thesis study and the most important part of the analyses. These analyses were done with point scoring system.

For measuring satisfaction level of people, questions ask people to give points from 1 to 5 for each public service category. According to collecting points, a total score obtained and people again were divided into two groups as people who enrol Zekeriyaköy cooperative and people who live gated communities. In respect to the analyses people who live in gated community satisfied especially security, green spaces and recreational areas and people who enrol the Zekeriyaköy cooperative are satisfied with the cleaning service and green spaces. According to these results, people who live in gated communities are pleased with security system as is known definition of GCs' as closed and secure living spaces. Moreover, Zekeriyaköy Neighbourhood Cooperative offer people more qualified cleaning system according to results. People both live in gated community and enrol the Neighbourhood Cooperative are pleased with green spaces and recreational areas. That result illustrated that people want to live in Zekeriyaköy also for its natural characteristic.

At this point, the research questions, which were specified in the previous stages of thesis study for reaching the study's purpose, can be remembered. These questions approached again with their answers according to case as Zekeriyaköy.

- What are the different types of public services presentation exist in Zekeriyaköy?

- Public Sector: Sarıyer Municipality
- Private Sector: Gated Community Administration
- Public-Private Partnership (PPP): Zekeriyaköy Neighbourhood Cooperative

As is seen in the first research question and its answers, Zekeriyaköy has all three types of public service presentations. Sarıyer Municipality presents service to publicly as only public way, Gated Communities and their administrations present service as a private way with their private investors and also Zekeriyaköy Neighbourhood Cooperative presents service to people as public-private partnership way with partnership of Sarıyer Municipality and private investor as Garanti Koza.

- How did public service presentation change in time?

- Privatization: with gated community production process
- Public-Private Partnership (PPP): with Garanti Koza Houses and Zekeriyaköy Neighbourhood Cooperative

Second research question and their answers explain public service presentation changed in time. Before gated community production process, there were only public sector presentation as Sarıyer Municipality. With starting production and developing gated communities in Zekeriyaköy, also privatization process in public service presentation have been started. Moreover with Garanti Koza and Zekeriyaköy Neighbourhood Cooperative system public private partnership also have been started with partnership of private investor as Garanti Koza and Sarıyer Municipality.

- Are there any difference of public service presentation among gated-non-gated communities in Zekeriyaköy?

- People who are living in gated community: security, sport facilities and parking lots (open and closed)
- People who are enrolling Zekeriyaköy Neighbourhood Cooperative: social facilities, transportation facilities

With third research question and its answers, differences in public service presentation among gated-non-gated communities were executed. People who are living in gated communities think security, sport facilities and parking lots services were presented to them more effective way from gated community administration. Furthermore, people who are enrolling Zekeriyaköy Neighbourhood Cooperative think social facilities and transportation facilities were presented to them more effective way from cooperative system. According to these results, gated community administration done the main requirements as security which people choose them for live in secure way. Also gated community administrations prevented parking problem according to answers. On the other hand, Neighbourhood Cooperative present people extra social activities according to results. Moreover, cooperative system present people a transportation system as ring system to near centers and railway stations. (Also, face-to-face interviews showed that result, people said that from the beginning of both Garanti Koza Houses production and Neighbourhood Cooperative establishment ring system were active.)

- How do the perception of inhabitants differ?

- People who are living in gated community: security and green spaces recreational areas

- People who are enrolling Zekeriyaköy Neighbourhood Cooperative: green spaces recreational areas and cleaning systems

Fourth and last research question clarified the perception of inhabitants differ in Zekeriyaköy according to satisfaction level. People who are living in gated community satisfied especially security and green spaces and recreational areas service. Moreover, people who are enrolling Zekeriyaköy Neighbourhood Cooperative satisfied especially green spaces, recreational areas and cleaning systems. According to results of this question people satisfied green spaces and recreational areas in Zekeriyaköy.

Taking everything into consideration, gated community process and its perspective are completely separated from each other in term of public service perspective. Main idea of public service presentation techniques is equality without expecting money or discriminating people according to prestige. However, gated community idea is directly separate someone from publicity in terms of prestige via his or her money. On the other hand, in Zekeriyaköy case people wanted to have some privileges with enrolling neighbourhood cooperative via money. Analyses and studies illustrated that people who live in gated communities and people who enrol neighbourhood cooperative are satisfied with different public service categories like green spaces or car parking. That means people who can not be thoroughly happy with their money both living gated communities or enrolling neighbourhood cooperative. This thesis may be encourage to start after works which can develop local governments, public service presentation techniques and namely influence people's satisfactory levels in public service presentation/preferences without living in gated communities or other privileges which separate them from the rest of the community.

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APPENDICES

APPENDIX A: Questionnaire

APPENDIX A

Table A.1:Güvenlikli/Kapalı Siteler Kullanıcı Anketi.

A. Site Hakkındaki Genel Bilgiler

Sorulara yönlendirmeler doğrultusunda cevap vermeniz rica edilmektedir.

1. Güvenlikli/Kapalı bir sitede mi ikamet ediyorsunuz?	Evet				Hayır		
2. Sitenin adını belirtiniz.							
3. Hangi yıldan itibaren bu sitede oturuyorsunuz?							
4. Evinizin oda sayısını belirtiniz.	Stüdyo Daire	1+1	2+1	3+1	4+1	Diğer (Belirtiniz)	
5. Bu siteye taşınmadan önce hangi semtte, ilçede ve ya ilde oturuyordunuz?							
6. Bu siteye taşınmadan önce nasıl bir konutta oturuyordunuz?	Müstakil Konut	Villa	Apartman	Site	Diğer (Belirtiniz)		
7. Eski evinizin oda sayısını belirtiniz.	Stüdyo Daire	1+1	2+1	3+1	4+1	Diğer (Belirtiniz)	
8. Bu siteyi tercih etme nedeninizi öncelik sırasına göre puanlandırınız. (1'den 5'e kadar puan vermeniz rica edilmektedir.)	Konfor (Yüksek standartlı Konut)	Güvenlik	Saygınlık	İzole bir ortamda yaşama	Aktivite Çeşitliliği	Diğer (Belirtiniz)	
9. Bu siteyi hangi yolla öğrenip tercih ettiğinizi açıklayınız.	İnternet	Tanıdık			Broşür	Diğer (Belirtiniz)	
10. Oturmakta olduğunuz konut tüm ev halkının temel ve genel ihtiyaçlarını karşılamaya yeterli mi?	Evet			Hayır			
11. Sitenin konumlandığı noktadan lojistik olarak memnun musunuz?	Evet			Hayır			
12. Sitenizin kent merkezine olan uzaklığı sizin için bir avantaj mıydı dezavantaj mı oldu?	Avantaj			Dezavantaj			
13. Kent merkezine gitmek için özel aracınızı mı toplu taşıma araçlarını mı kullanıyorsunuz? (Eğer sitenin size sunduğu bir ulaşım hizmeti var ise lütfen belirtiniz.)	Özel Araç		Toplu Taşıma Araçları		Sitenin Sunduğu Ring Araçları		
14. Temel ve Genel ihtiyaçlarınızı karşılamak adına site içi, site dışı ya da şehir merkezi seçeneklerinden hangisini tercih ediyorsunuz?	Site içi		Site dışı Yakın Çevre		Site dışı Şehir Merkezi		
15. Site içerisinde ikamet edenlerle kurmuş olduğunuz bir komşuluk ya da arkadaşlık ilişkisi var mı?	Evet			Hayır			
16. Site çevresinde yaşayan diğer sitelerdeki insanlarla ya da çevrede site dışında yaşayan insanlarla olan ilişkilerinizi kısaca açıklayınız.	Evet			Hayır			

Table A.1 (continued): Güvenlikli/Kapalı Siteler Kullanıcı Anketi.

B. Site İçi ve Kamusal Hizmet Sunumu

Sorulara 1-5 arası puanlandırabilmek adına **Kesinlikle Katılmıyorum- Katılmıyorum- Ne Katılıyorum Ne de Katılmıyorum- Katılıyorum- Kesinlikle Katılıyorum** seçeneklerine uygun cevap vermeniz rica edilmektedir.

B.1. Site Yönetimi

	1	2	3	4	5
1. Site Yönetimi personelinin size ve misafirlerinize yaklaşımı olumludur.					
2. Site Yönetimi ilettiğiniz talep ve problemlerinize çözüm üretme konusunda yapıcı yaklaşmaktadır.					
3. Site Yönetimine bildirmiş olduğunuz arıza şikâyetlerin giderilmesinden ve tarafınıza yapılan bilgilendirmen memnunsunuz.					

B.2. Güvenlik

	1	2	3	4	5
1. Sitenizde güvenlik hizmetlerinin sunumu mevcuttur.					
2. Sitenizde güvenlik hizmetlerinin sunumu yeterlidir.					
3. Sitenizde güvenlik görevlilerinin sizlere /misafirlerinize yaklaşımı ve güvenlik tedbirlerinin hassasiyetle uygulanmasından memnunsunuz.					

B.3. Sağlık

	1	2	3	4	5
1. Acil bir durum anında site içerisinde kullanabileceğiniz sağlık tesisleri mevcuttur.					
2. Acil bir durum anında site içerisinde kullanabileceğiniz sağlık tesisleri ihtiyaçlarınıza cevap vermek adına yeterlidir.					
3. Acil bir durum anında site içerisinde kullanabileceğiniz sağlık tesislerinden faydalaniyorsunuz.					
4. Sitenizde bulunan sağlık tesisler temizlik ve bakımlarının durumundan memnunsunuz.					
5. Eğer sitenizde bulunan sağlık hizmetlerinden faydalanmıyorsanız nerede sağlık hizmeti aldığınızı lütfen belirtiniz.					

Table A.1 (continued): Güvenlikli/Kapalı Siteler Kullanıcı Anketi.**B.4. Eğitim**

	1	2	3	4	5	
1. Sitenizde temel eğitim tesisleri mevcuttur.						
2. Sitenizde temel eğitim tesislerinin eğitim verme durumu yeterlidir.						
3. Sitenizde ek eğitim tesisleri mevcuttur. (zorunlu eğitime ek olarak ya da katkı sağlayacak kurslar vs.)						
4. Sitenizde ek eğitim tesislerinin eğitim verme yeterlidir. (zorunlu eğitime ek olarak ya da katkı sağlayacak kurslar vs.)						
5. Sitenizde bulunan temel ve ek eğitim tesislerinin temizlik ve bakımlarının durumundan memnunsunuz.						
6. Sitenizde bulunan temel ve ek eğitim tesislerinden faydalanma durumunuz	Her gün	Günaşırı	Haftada 1	Hafta sonları	Hiç	Diğer (Belirtiniz)
7. Eğer sitenizde bulunan eğitim hizmetlerinden faydalanmıyorsanız nerede eğitim hizmeti aldığınızı lütfen belirtiniz.						

B.5. Temel İhtiyaçlar ve Alışveriş

	1	2	3	4	5	
1. Sitenizde alışveriş ve temel ihtiyaçlarınızı karşılamamız için tesisler mevcuttur.						
2. Sitenizde alışveriş ve temel ihtiyaçlarınızı karşılamamız için olan tesisler ihtiyaçlarınıza cevap vermek adına yeterlidir.						
3. Sitenizde bulunan alışveriş ve temel ihtiyaçlarınızı karşılamamız için olan tesislerin temizlik ve bakımlarının durumundan memnunsunuz.						
4. Sitenizde bulunan alışveriş ve temel ihtiyaçlarınızı karşılamamız için olan tesislerden faydalanma durumunuz	Her gün	Günaşırı	Haftada 1	Hafta sonları	Hiç	Diğer (Belirtiniz)
5. Eğer sitenizde bulunan alışveriş hizmetlerinden faydalanmıyorsanız nereden alışveriş yaptığınızı lütfen belirtiniz.						

Table A.1 (continued): Güvenlikli/Kapalı Siteler Kullanıcı Anketi.**B.6. Rekreatyon Alanları**

	1	2	3	4	5	
1. Sitenizde açık-kapalı yeşil alanları ve peyzaj uygulamaları mevcuttur.						
2. Sitenizde bulunan açık-kapalı yeşil alanları ve peyzaj uygulamaları ihtiyaçlarınıza cevap vermek adına yeterlidir.						
3. Sitenizdeki açık-kapalı yeşil alanların ve peyzaj uygulamalarının temizlik ve bakım durumlarından memnunsunuz.						
4. Sitenizdeki açık-kapalı yeşil alanlarından faydalanma durumunuz	Her gün	Günaşırı	Haftada 1	Hafta sonları	Hiç	Diğer (Belirtiniz)
5. Eğer sitenizde bulunan açık alanlardan faydalanmıyorsanız nerede vakit geçirdiğinizi lütfen belirtiniz.						

B.7. Sosyal Tesisler

	1	2	3	4	5	
1. Sitenizde sosyal tesisler mevcuttur. (toplanma alanları, kafeler, sosyal etkinlikler için olan alanlar tiyatro, konser vs.)						
2. Sitenizdeki sosyal tesisler ihtiyaçlarınıza cevap vermek adına yeterlidir. (toplanma alanları, kafeler, sosyal etkinlikler için olan alanlar tiyatro, konser vs.)						
3. Sitenizdeki sosyal tesislerin bakım ve temizlik durumlarından memnunsunuz.						
4. Sitenizdeki sosyal tesislerden faydalanma durumunuz	Her gün	Günaşırı	Haftada 1	Hafta sonları	Hiç	Diğer (Belirtiniz)
5. Eğer sitenizde bulunan sosyal tesislerden faydalanmıyorsanız nerede vakit geçirdiğinizi lütfen belirtiniz.						

B.8. Spor Tesisleri

	1	2	3	4	5	
1. Sitenizde spor tesisleri mevcuttur. (spor salonları, açık kapalı yüzme havuzları, tenis kortları, voleybol veya futbol sahaları vs.)						
2. Sitenizde bulunan spor tesisleri ihtiyaçlarınıza cevap vermek adına yeterlidir. (spor salonları, açık kapalı yüzme havuzları, tenis kortları, voleybol veya futbol sahaları vs.)						
3. Sitenizdeki spor tesislerinin bakım ve temizlik durumlarından memnunsunuz.						
4. Sitenizdeki spor tesislerinden faydalanma durumunuz	Her gün	Günaşırı	Haftada 1	Hafta sonları	Hiç	Diğer (Belirtiniz)
5. Eğer sitenizde bulunan spor tesislerinden faydalanmıyorsanız nerede spor yaptığınızı lütfen belirtiniz.						

Table A.1 (continued): Güvenlikli/Kapalı Siteler Kullanıcı Anketi.**B.9. Ulaşım Hizmetleri**

	1	2	3	4	5	
1. Sitenizde ulaşım hizmetleri sunulmaktadır. (ring vs.)						
2. Sitenizde sunulan ulaşım hizmetleri ihtiyaçlarınıza cevap vermek adına yeterlidir.						
3. Sitenizde sunulan ulaşım hizmetlerinin sefer sıklığı, şoför durumu ya da araç konforundan memnunsunuz.						
4. Sitenizde açık-kapalı otoparklar mevcuttur.						
5. Sitenizde sunulan açık-kapalı otopark alanları ihtiyaçlarınıza cevap vermek adına yeterlidir.						
6. Normal seyir dışında misafir geldiği durumlarda; açık-kapalı otoparkları misafirlerinizin ihtiyaçlarına cevap vermek adına yeterlidir.						
7. Sitenizde mevcut açık-kapalı otoparkların temizlik, bakım ve amaçlarına uygun kullanımlarından memnunsunuz.						
8. Sitenizde sunulan ulaşım hizmetlerinden faydalanma durumunuz	Her gün	Günaşırı	Haftada 1	Hafta sonları	Hiç	Diğer (Belirtiniz)

B.10. Site Temizliği ve Çöp, Atık Durumu

	1	2	3	4	5
1. Sitenizin genel temizliğinden memnunsunuz.					
2. Sitenizde temizlik, çöp, atık toplama gibi hizmetler mevcuttur.					
3. Sitenizde sunulan temizlik, çöp, atık toplama gibi hizmetleri yeterlidir.					
4. Sitenizde temizlik, çöp, atık toplama gibi hizmetlerin sunum sıklığından memnunsunuz.					

C. Kişisel Bilgiler

Sorulara kısa cevaplar vermeniz rica edilmektedir.

1. Doğum yılınızı belirtiniz.					
2. Eğitim durumunuzu belirtiniz.	İlkokul	Ortaokul	Lise / Lise Dengi Okul	Üniversite	Diğer (Belirtiniz)
3. Mesleğinizi belirtiniz.					
4. Aylık gelir durumunuzu belirtiniz.	0-1.500	1.500-3.000	3.000-5.000	5.000-10.000	10.000 ve Fazlası
5. Kendinize ait özel aracınız var mı?	Evet		Hayır		
6. Özel aracınızı ne sıklıkla kullanıyorsunuz?	Her gün	Günaşırı	Hafta sonları	Diğer (Belirtiniz)	
7. Özel aracınızı ne amaçla kullanıyorsunuz?	İşe gitmek	Alışverişe gitmek	Gezmek	Diğer (Belirtiniz)	
8. Yaşadığınız konutta kaç kişi yaşıyorsunuz?					
9. Ailenizde eğitime devam eden bir birey var mı?	Evet		Hayır		
10. Ailenizde eğitime devam eden bireyin eğitime devam ettiği seviyeyi belirtiniz.	Okul öncesi	İlkokul	Ortaokul	Lise / Lise Dengi Okul	Üniversite

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